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URBAN/MUNICIPAL

1990

BUS BEAT

Published by and for the Employees
of the Hamilton Street Railway



BUS BEAT

Published by and for the Employees of the Hamilton Street Railway • March 1990 • Volume 2

About
Dale Turvey
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Putting on the Ritz

GOVERNMENT DOCUMENTS

Canada Coach Lines had the right idea when they hosted over 100 Group Tour Leaders in Niagara Falls on February 14th. Really... where else should you be on Valentines Day? The annual event was to highlight and promote CCL's exciting Tours and Day Trips for 1990.

The Group Leaders were treated to a very impressive IMAX film, "Miracles, Myths and Magic," featuring dramatic, historical re-inactments of Niagara Falls.

The open, bright atmosphere of Betty's Restaurant in Chippawa complimented the delicious luncheon of chicken, roast beef, or Betty's famous fish and chips.

Just before lunch was served, a group of professional actors performed a creative, humorous skit depicting the pedantic Annie Taylor, one of the IMAX film "stars." Annie, a 63 yearold school teacher, went over the Falls in a barrel, only to die shortly after without the fame or fortune that she so rightly deserved.

This was not your average quiet luncheon. Musician Silvio Camilleri played requested songs on the accordion, smiling all the while and telling the ladies he liked their hats. "On the Night We Were Wed," was played especially for Violet and George Bond who were celebrating their 50th wedding anniversary. This song, you guessed it, had them dancing in the aisles.

Ken Foster, CCL Manager, introduced the head table after the final fork-fulls of apple, strawberry and lemon pies. Special guest was Mauro Cammano from White Star Tours, along with CCL Sales

Representatives, Cathy Crabbe, (from our Niagara Falls division), Alistair Hamilton, Stella Spagnuolo, Marg Bejnar, Gemma Allan and Junior Sales and Accounting Rep., Daniela Cicconi. Mauro commented on the warm relationship between CCL staff and said he "was glad to be a part of it." Ken, of course, confirmed this earlier when he presented all "his" ladies with a red rose and a kiss..."It's Valentines," he said.

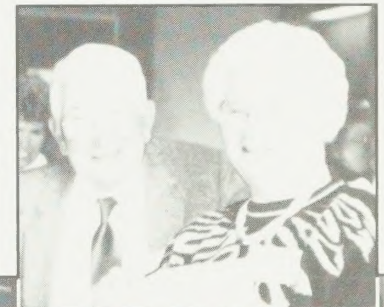
Gift presentations to many lucky ticket holders, brought the memorable luncheon to a close.

CCL operators Don Vincent and Eric Slinn started up our snazzy Fun•Trek buses and we all sang, hummed and whistled our way back to Hamilton.



CCL Operator Eric Slinn with sales representative, Gemma Allan

Violet and George Bond celebrate their 50th anniversary



CCL sales reps., Marg Bejnar, Cathy Crabbe and Stella Spagnuolo.

In front are group leaders, Dora Lyne and Mary Morin. Below: luncheon at Betty's.



TO YOUR HEALTH

Mary Beth Beasley, EHC

The HSR/CCL employee response to the Lifestyle Questionnaires, filled out some months ago, revealed a strong interest in a variety of lifestyle educational aspects. It became obvious that the administration of a number of different programs, at different times, and in different locations was going to be very challenging.

When you think about it, the areas of fitness, nutrition, and stress management, are all necessary parts of the wellness concept. Concentrating on one only, will not lead to overall good health. So we decided on an integrated approach. Out of this, the **Heart Smart** education program was born.

Information, as it relates to a healthy heart, will be made available throughout the year. So participate and have fun. Who knows, perhaps a group of you who work together, would enjoy exercising together. Talk to your co-workers and see what ideas develop in the way of your own health and wellness programs.



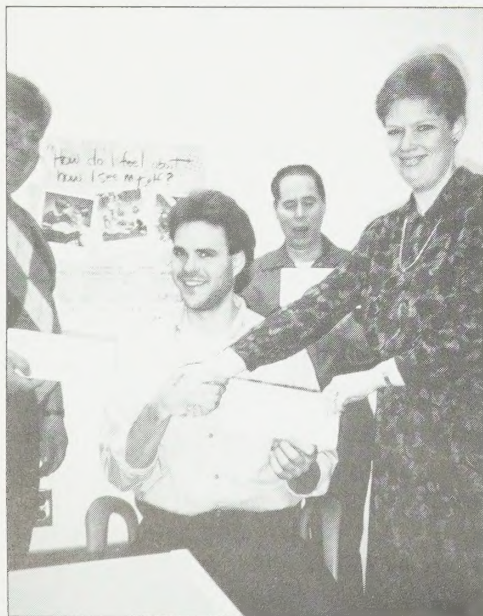
During National Non Smoking Week (Jan. 22-26) **Heart Smart** offered information on the relationship between smoking and heart disease. With many thanks to Anne Washington of the Lung Assoc., there was lots to see and do at the WSTC display on the 22nd. MRTC folk, don't feel left out - we plan to set up the same display at your location in the spring.

Also, we held our Weedless Wednesday Draw on Jan. 24. A number of employees entered and congratulations goes to John Civello from operations, Dan Arnott, administration, and John Callaghan from maintenance. Each won a \$25 gift certificate to Beni's Restaurant (see photo). All participants deserve a pat on the back for trying to Butt Out!

In March, the Public Health Dept. will join us for a game called "Nutritional Pursuit." It promises to be lots of fun and will provide important information concerning what **Heart Smart** people should eat.

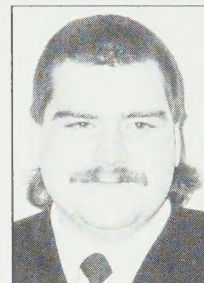
Watch for it in a cafeteria near you!

Mary Beth presents winners of EHC's Weedless Wednesday Contest with a \$25 gift certificate. From left are: John Civello (operations), Dan Arnott (administration) and John Callaghan (maintenance).



WELCOME ABOARD

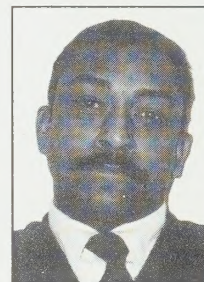
To the following new operators:



Jamie McMaster



Christine Barnes



Bill Barnes



Paul Tamberelli



and to
Operations
Analyst,
Kathryn McIntyre

PEOPLE ON THE MOVE...

KEVIN NICOL
Transit Technologist II

MYRON LAZAR
Transit Technologist III

DANIELA CICCONI
Junior Sales & Accounting
Representative

RICHARD DEJONG
Interior Cleaner
Temporary

"Pinheads vs Kingpins"

On January 25, the first HSR Bowling Challenge took place at the Hamilton Mountain Bowl.

The Kingpins (Bruce "Spike" Morden and Bill "Soreside" Lupkoski) took on the Pinheads (Don "Hippie" Gale, Doug "Babe" Bentley and John "Henry" Ford). The three game set was close with the Pinheads coming out on top. Captain "Hippie" had the high score of 162. (Yes, we're that bad!!)

As tempers flared, it was unanimously agreed to play a rematch. Once again, Captain "Hippie" led the way with a



HSR "Pinheads"
From left: "Hippie", "Henry" and "Babe".

496 triple. Final score was Pinheads 1257, Kingpins 851.

As champions, the Pinheads are now ready for a new challenge...well, almost ready. "Babe's" foot is still healing.

Anyone wishing to challenge either team, just give us a call.

A great time is guaranteed!

IN MEMORIAM

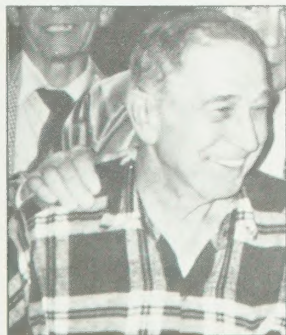
CHABOT, Joseph Sr., passed away on Sunday, February 4, 1990. Joseph was an HSR operator with 35 years service.

KEIZER, Anthony (Tony), passed away on Tuesday, January 30, 1990. Tony retired as an HSR Operator in 1984. Bus Beat ran an article of Tony's in the Christmas edition of that year. The following is a reprint of the introduction to that article:

"From 1952 until his retirement this year, Tony Keizer was an HSR operator. Professional in his approach

to his job, courteous and well-liked by his peers, colleagues and passengers, Tony represented

a member of an employee group who always give 110% of themselves to their jobs."



Editorial Comment

Bus Beat was invited to attend CCL's annual Group Tour Luncheon on February 14 (cover story). The warmth, genuine friendship and professionalism that was generated by your fellow employees that day, would have knocked your socks off!

It brought to mind the lack of awareness we have for the efforts and contributions made by each employee within the company. We seldom focus on areas outside our own departments.

If we could experience what the 'other guy' goes through, chances are we'd be astounded, proud even.

**PLAN NOW
FOR
TEAM DAY '90
JUNE 24**

BUS BEAT REPS

CAROLE 426			GORD 231
RABIN 276			JUDY 219
ROSANNA 253			DARYL 360
STEVE 384			DOUG 267
CHRIS 322			RICK 284
JEAN 251			NANCY 241

LOGO
is produced by the
Marketing and Customer Services
Division of the
Hamilton Street Railway
330 Wentworth Street North
Hamilton, Ontario L8L 5W2

If you have an idea, suggestion, or comment please contact one of the Bus Beat Reps pictured above, or call Christine Bishop, Editor
528-4200 ext 420
Contribution deadline for the next issue is March 30, 1990.

WANDA RETIRES AFTER 27 YEARS

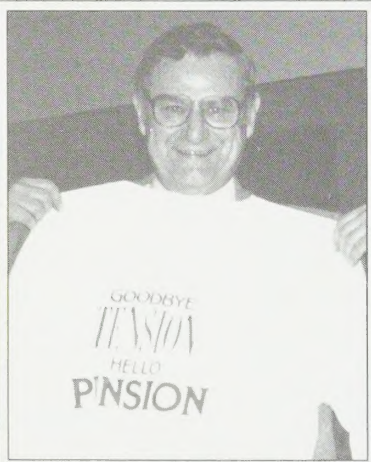
Friday, February 23, 1990 was Wanda Kocsis' last day at HSR after 27 years in accounting. Over 50 co-workers and friends gathered in the WSTC lounge to wish her a happy retirement. Wanda's daughter, Nancy, also attended and presented her mom with a lovely corsage.

We hear Wanda is presently vacationing in sunny Florida.



Pictured above (from left) are Wanda's "luncheon buddies." Vera Scarfe from Auditing, Wanda, and Doris Moore from the WSTC garage office.

RETIREEES...



Jerry Dmyterko
CCL Operator
June, 1974 - February, 1990

Preserving our Heritage

The move to WSTC provided a great opportunity for Marketing & Customer Services staff to begin collecting items that detail the HSR's rich and interesting heritage.

Before the move, we asked every department to be on the alert for items of historical interest. The response was great and we received donations from many people.

We now have an incredible range of items including such things as photographs, old operator's uniforms, newspaper clippings, advertisements, and a variety of legal documents. Particularly interesting is a collection of "The Little Pages," which was the HSR

employee newsletter in the mid-1920's.

We are in the process of cataloguing each item. Several employees have proven invaluable in this process; their knowledge of HSR equipment and history is amazing.

Within the next month or so we plan to hold our first display in the "HSR Museum." Two large cases in the WSTC reception will house the display. If you have an item that you would like to donate to the museum please call Carole Morris, ext. 426 or Cindy Hoath, ext. 419. All donations items will be gratefully received and publicly acknowledged in the display.



Above: November 1940. A group shot in front of the old Wentworth garage. Spot any familiar faces?

Below: "Street Car Boys Baseball Team." Rather mature-looking boys, right? Any idea of the year?



Recognize this dashing fellow?

IT'S OFFICIAL!

Dale Turvey was appointed Commissioner of Transportation on February 6, 1990.

Interviewing Mr. Turvey was really quite pleasant, comfortable even. He was sincere, straightforward and, despite his hectic schedule, generous with his time.

Just one thing" said Dale, right off the top of the interview, "You're not going to call this article 'Topsy Turvy' are you?" "Heck no!" said Bus Beat. "Never even crossed our minds."

It would seem that, from the beginning, Dale's career was in gear for his present high profile position.

In 1968, after graduating from the University of Waterloo, he worked for the Department of Highways. Shortly afterwards, he and his wife Gail moved to London when he secured the position of transportation engineer with DelCan Consulting Engineers. He remained with DelCan for 17 years, managing various road transportation and transit-related projects. In 1975 he was asked to open a branch office in Hamilton and the Turvey family, now there were four, moved to Burlington.

Dale's initial involvement with the Region of Hamilton-Wentworth began in 1969 when he worked on CCL's Operations Review. He again came into contact with the HSR in 1971/72 while working on the HSR Operational Study. These studies brought him into contact with 25 major transit properties across Canada. His third meeting with the Region came in 1975/76 when, in association with the HSR, he provided his expertise on the proposed Mountain Garage project, as well as the Stoney Creek service studies.

Dale's full time commitment with the Region began in 1985 when he was appointed Director, Transportation Planning, for the newly created Department of Transportation. His responsibilities at this level (including public transit) were numerous.

In December 1987, Dale Turvey became Director, Freeway Project Office. By the time January 1990 arrived, if Mr. Turvey wasn't ready for the Commissioner's job, nobody was.



Dale Turvey (dal ' tur ' vi), forty-five; civil engineer; married, two children (daughter 16, son 18); resides in Burlington; used to play hockey, now likes golf; believes in fairness; has positive attitude; tends to be practical; shows compassion; keen to "chit chat"; eager to listen; is sometimes blunt; is always frank...

"I'm not naive. I knew this wouldn't be easy," said Dale. "There are over 900 people involved here... so, yes, it was a difficult decision accepting the Commissioner's job."

The opportunity, however, to further his career and "to make a substantial contribution" far outweighed any reservations he might have had. His transit background and his understanding and knowledge of the HSR were already in place. He knew most of them, Todd, Little, Cooke... and was also instrumental in the appointments of Paul White to Customer Services and former Mkt. Mgr., Vince Mauceri.

When asked about the current programs and policies he is very positive and, "as long as there are benefits" to be seen, he will continue to be supportive. "The attitude of employees has a major influence on how they present themselves to the customer," says Turvey. This attitude is a reflection of how the employee is treated by the company. To this end, a number of programs are in place to recognize employee contributions to the department. This is essential to achieving their support and trust.

Dale sees no immediate changes. His major concern is the decline in ridership and he is firm in his commitment to reversing this trend. With the dramatic technical developments in HSR's operations during the past six or seven years, "we now have the computer aids to do a superior job. In the short term future it seems appropriate to return to the basics. There

is no excuse, other than one's own lack of commitment, not to provide excellent transit service to Hamilton-Wentworth."

"There's a lot to be said for common sense and straight talk," says Turvey. "I am well aware that, as Commissioner, I am not readily accessible to the individual employee." His solution to this is talking with employees in groups. If you have concerns or issues that you would like to discuss as a group, arrange a time through Darlene Barber.

Bus Beat discovered that many employees perceive Dale Turvey to be somewhat of a 'tough, no-nonsense type of guy.' We asked him to comment:

"I am perhaps too blunt at times," said Turvey, always frank. "But I treat people fairly and expect the same in return. If being straightforward in dealing with people and circumstances is being tough, then I'm that too."

APPLAUSE... Our People Please

The Bourque Family Sends Thanks "...My dad (Herman Bourque) retired after 33 years at the HSR. He had nothing but positive comments with regard to his employers. As a memento, we decided to present him with a video of the past 33 years. Each and every one of the staff at the MRTC and WSTC were kind and extremely cooperative. Carole Morris (marketing) was most helpful in providing me with various types of information needed for my presentation. On behalf of the Bourque Family, thank you for the sincere cooperation."

Darlene Tylee

He's a Smooth Operator "...I use the bus every day. The operator made it very pleasant in regard to the stopping and starting. There was no jerking for passengers to endure. He operated the bus as if he was driving you in his car. It was very pleasant.

Honourable Gordon J. Sullivan, Senior Judge
(operator, Keith Ruck)

Outstanding Service "...our organization used your transportation service to get our "Oldtimers Hockey Team" to a tournament in Kingston. The service provided, in general, was outstanding. In particular, the driver assigned to our bus helped greatly to create a relaxed, fun-filled three days. Thank you for all your efforts.

Ron Paul Awram, Sec. to O.S.A.
(CCL operator, John Woodward, NF)

Thank You and God Bless "...a million times for your beautiful new buses. The large print is such a help to us seniors whose vision is not so good. The new stop buttons on the pillars are very helpful. The reserved seats for the infirm, facing the front, are another comfort to the elderly. A salute to our courteous Bus Drivers! They do a terrific job, fighting traffic in all kinds of weather and contending with overcrowding so often. They deserve 100 plus, for their courtesy and extra care and concern, which they always show to their passengers. Thank you drivers; we do appreciate your smile and the excellent job you are doing. God bless each one of you.

Sister Veronica Schaefer

Shows Concern for Passengers Welfare "...I observed a male passenger with a very strong accent board the bus. He wanted to go to Stoney Creek. The bus driver took the time to explain directions to him and gave him a map from his briefcase. I commend this driver's concern, patience and politeness in assisting his passenger.

Mrs. Van Valkenburg
(operator, Michael Eames)

Students Consider Careers as Bus Operators"...thank you for taking part in our Careers' Day and making it a most successful event. It was very kind of you to share your expertise and time with our students. They enjoyed and learned from the experience. We hope you enjoyed yourself and that the day met with your expectations. Thank you for attending.

Students and Staff, Burkholder Middle School
(operator, Leydon MacDonald)

THE OPERATOR'S SONG (Psalm?)

- With apologies to the Lord's Prayer
and the 23rd Psalm -

O father, (who lives in Hamilton),
who knew you were raising me for this?
My bus it comes, my work gets done,
all day, as it is in the schedule.

Give me this day, my daily pay,
and forgive me my mistakes, as I still
smile at those who crab at me.

Yeah, though I drive through the valley,
over mountains, facing death;

I will fear no nutbars.

For my sanity's still with me.

My weary bod and the staff,

O comfort me.

Save us from frustration.

For the Classics have the power,

and ours is the glory;

my name shall reside on the walls
of the HSR forever.

Wendy Ariens, Badge 494



IACTS

IMPROVED ACCESS FOR CONVENTIONAL TRANSIT

The Hamilton Street Railway now has 15 of the above pictured 'Easier Access' buses out on the road. It is anticipated that these buses will go into regular route service later this year, under a formal Easier Access Program. This program will be directed primarily towards the elderly and disabled. The buses offer unique features, such as a kneeling front step, for easier boarding and de-boarding.

ENVIRONMENT *friendly*

The following article was written by Allison "Sam" Gowling. He began his career with the HSR in the cash office in 1979. Sam is currently on temporary assignment to the Line Crew.

Not only can you reduce fuel expenses by over 40% when you convert your car to natural gas, you will also extend your car's engine life. The real bonus, however, is the fact that natural gas is less damaging to our environment.

After a co-worker had informed me of the great benefits that come with using natural gas as a fuel, I took my Plymouth Reliant in to be converted. Two days later I had my car back and since then, I have spent no more than \$20 a week on fuel.

I live in Jarvis, 20 miles east of Simcoe, at Hwy's 6 and 3. From home to WSTC is 52.5 km. That's 105 km. daily, 525 km. weekly, plus weekend travelling. In a full week, I may drive 600 - 800 km., all for \$20.00 a week. This is about half of what I used to spend on gasoline, which was a minimum of \$35 - \$40 per week and sometimes as much as \$50.

The cost of converting to a dual-fuel system is quite reasonable. For my '85 Plymouth Reliant, the total cost, including converting the engine, installing a 75 litre tank and beefing up the rear suspension, was \$1782. Off the top, there is a \$500 Federal Government rebate. From Union Gas,

you have a choice of an interest-free loan for one year or a \$200 rebate (depends on the gas company you're dealing with). The Provincial Government also rebates the sales tax you pay on the conversion and, if you convert the car within 6 months of purchase, you get back the sales tax on the car, up to a maximum of \$1000.

When all was said and done, my total out-of-pocket cost, was \$678. Based on my \$20 a week savings, the system will have paid for itself in about nine months.



But money is secondary, you can survive without it. But if we continue with the slow destruction of our environment, we will do to ourselves what we have already done to many species of nature, render them extinct.

Think about what I have written, if not financially, then for the sake of man. We all must do our part to save the environment, and in turn, save ourselves.

Allison Gowling, Line Crew

Beach Party and Dance

HSR/CCL

Sports and Recreation

is holding their 2nd annual Beach Party and Dance on **March 31, 1990**

at Mohawk's Arnold Centre
8pm to 1am

Cost of \$8.00 per person includes:
Free "Allyacaneat" Pizza & Popcorn
from 9pm to 12pm

Door Prizes, Hula Contest, Limbo Contest, Indoor Beach Volleyball, Best Beachwear Contest and Mohawk's Beach Party DJ.

All Drinks are \$2.50:

Beer, Liquor, Coolers, Wine and a Rum Punch

with take home Arnold Centre Beach Cup.

Pop: \$0.75

Coffee/Tea is free

WHOSE JOB IS IT?

This is a story about four people named Everybody, Somebody, Anybody and Nobody. There was an important job to be done and Everybody was asked to do it. Everybody was sure Somebody would do it. Anybody could have done it, but Nobody did it. Somebody got angry about that, because it was Everybody's job. Everybody thought Anybody could do it but Nobody realized that Everybody wouldn't do it. It ended up that Everybody blamed Somebody when Nobody did what Anybody could have done.

TINA ROLLS THE DRUMS

Operator John McKenzie's 19 year-old daughter is off to Japan for two weeks. Tina has been with the Ventures Drum Core for eight years and was one of the lucky people chosen to participate in their exchange program.

CONGRATULATIONS

to HSR mechanic Paul Osbourne and fiance Tina Klaas. They were engaged on January 5, 1990.

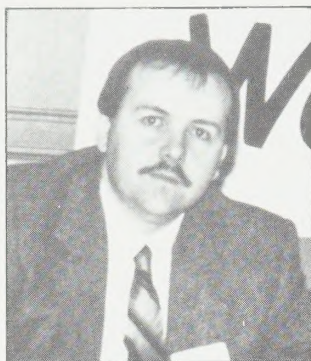
GOOD LUCK

to Audrey Jones who recently began a career in Interior Decorating.

THANKS TO THE CHILI MAN

Heinz Trampe treated us all again with his famous 'hot' dish. He and his wife Saggi served up the free chili in the new WSTC lounge soon after we all moved in. Just about the entire company took him up on it.

Just the VAX Ma'am



By Gord Heidman

A Computer terminal ponders its new surroundings...

"Well, there She is again. Right on schedule. Hey! New hairdo! I like it! Hey! Where am I? This isn't where I was when She powered me down. Oh, I know! This must be Her new office. She's been referring to it in Her last several WORD-11 documents. My wiring feels all tingly and new! Hope She logs in soon. I want to find out if I still work.

OK. That's it. Username: DBARBER. Password: (Don't Look.) Wow! Nifty! This feels wonderful but there seems to be extra connectors here. Let's see. The cable from me (#1) goes to that funny connector in the wall that looks like a phone jack on steroids. Then the wire (#2) goes up into the ceiling

and around a bunch of posts and down into this mass of boxes. What is this? Oh, it's a wiring closet - looks like Jamie's handiwork. My wire goes into the upper patch panel into another wire (#3) which goes to the lower patch panel. This is connected (#4) to one of the four terminal servers in this closet which is connected (#5) to the DELNI (one per closet). Whew! That fat cable (#6) attaches the DELNI to the "backbone" network cable (#7).

Oh, now I know what's going on. This is the same theoretical setup as back at the Old Place - except that they've finally got it organized efficiently. Must have something to do with the stuff Peter keeps cheering about - "Space."

Every computer and major device is attached to the "backbone" so we can all communicate to everything anytime we want. It always amazes me that the "backbone" can simultaneously carry on a conversation with all of us terminals, get information off the disks and tapes, link to Cityhall, the MRTC, Sewage Treatment Plant, and dialup lines, even Eric's PC. But it always knows which terminal is which!

I'll bet She knows all about this stuff - She knows everything! She sure knows how to get ME flying - I'm just putty in Her hands."

Mystery photo



Can you identify the above photo?

Be the first employee to call Rosanna at ext. 222 with the correct answer and win a Bus Beat T-Shirt. Contest closes March 30/90.

WE STUMPED YOU ON JANUARY'S MYSTERY PHOTO



20 years with the HSR and no one recognized our Manager, Manpower Planning, Gary Peters. Of course Gary didn't mind at all. "Does that mean I win the Bus Beat T-Shirt?" he asked.

Gary has been in his present position since February 1987. He is responsible for the daily deployment of manpower, vehicle assignments and dispatch functions.

If you get the chance, drop in and say 'hello'. He might even show you his new T-Shirt.

"HOCKEY NEWS"

Our hockey team and their many fans have returned safely. They're back, in one piece, from Windsors' Transit Hockey Tournament held during February 16th to the 18th, 1990.

This totally awesome group of players representing HSR/CCL were placed in the "A" division. According to the many loyal fans who made the trip, "they played a number one game of hockey." Out of three games, our team managed to win one and keep low scores in the remaining two.

The HSR/CCL Hockey Team would



Bill "Paris" Hagger (left) during warm-up time and Rick Toni (below), after an exhausting game with Mississauga Transit.

like to express MANY THANKS to their supportive fans, to the expertise of a "behind the bench" coach Mr. Alistair Hamilton and the company for contributing towards the team's transportation.

Hope to see more of you out there next year!

Here Comes the Sun

And to coax it along HSR/CCL employees and their friends were out hula - hooping it around at this years' Beach Party held at Mohawk College on Saturday, March 31.

Shorts, straw hats and flowery cottons were the fashion features for the evening. Contrary to suggested attire, there were no daring, baring briefs or bikinis on show.



Photos: 1) Operator Ken Stones and his wife Susan; 2) Laura Short, Jeanne Hornby and Colleen Callaghan from Purchasing; 3) Director of Operations, Paul White and his wife Pam; 4) Sue Taylor and her fiancé Paul Irwin; 5) Operator Jimmy Gardner and his wife Ruth; 6) Maintenance supervisor John Patrick and his wife Florence; 7 from left), Kevin Nicol from Operational Design, Ruth Dougherty, Jamie Dunlop from Systems, Maureen Parker and Kevin Smith, also from Systems.

**TEAM DAY
1990**
**SUNDAY,
JUNE 24**

**DOOR PRIZES,
SAFETY AND SERVICE
AWARDS
SEE YOU THERE!**

If you have any questions contact
one of your TEAM DAY 1990
representatives:

JAKE NIENHUIS (chairman) Operations;
JOHN HOWCROFT Administration;
ROSANNA MELATTI Human Resources;
HERMAN CLAIRMONT Operator;
SHANE GAUDET Marketing & C/S; ENZO
LAVIA Maintenance; TONY IACOZZA
Local 107 - ATU; KEVIN NICOL Local
1585 - ATU; ALISTAIR HAMILTON CCL/
Sports & Rec; AL BERRY Safety and
Training.

TO YOUR HEALTH

Mary Beth Beasley, EHC



MEASURE YOUR PRESSURE

High blood pressure is a condition in which a person's blood pressure goes up too high and stays there. Blood pressure normally goes up and down with daily activities. Blood pressure that stays high all the time is a problem.

High blood pressure is especially dangerous because it has no clear signs or symptoms. A person can have it and not know it. It doesn't make you feel dizzy or nervous but it can cause heart disease, kidney disease and stroke. The higher the blood pressure the higher the risk.

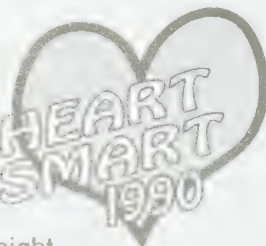
PRESSURE CHECK

You need to know what your blood pressure is. The blood pressure reading is made up of two numbers. The higher number is your systolic pressure. The lower is your diastolic pressure. Either one, or both, can be high and may require treatment. Measurements consistently 140/90 mm Hg or higher suggest high blood pressure.

While there is no cure for high blood pressure, it can be treated through changes in diet and/or drugs.

REMEMBER:

- Limit Salt
- Limit Alcohol
- Watch Your Weight
- Take Your Blood Pressure Pills
- Get Your Blood Pressure Checked



Canada Coach in High Gear for Educational Tours

It doesn't seem like a long time away but between now and the end of June, the Educational Tour department at CCL will have moved somewhere in the order of 2500 students. A total of 3500 since September! Educational Tours was established in January last year. It has more than doubled the projections for the '89-90 season. In fact, it is expected that business will again double during the '90-91 season.

In addition to offering high quality tours to popular destinations such as Quebec City, Washington D.C. and New York City, a great deal of the departments success can be attributed to CCL's ability to utilize its own coaches. This enables the Educational Tour department to control its own destiny and offer quality service at competitive prices.

If you wish to acquire information on available packages, contact Fun•Trek Educational Tours at 527 - 2100.

PEOPLE ON THE MOVE...

ALISON GOWLING
Maintainer - Temporary

ARTHUR KOOL
HSR Operator

JATINDER DHADLI
Service Line - Temporary

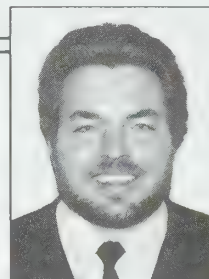
DAVID MACVICAR
CCL Kitchener Outpost

GERALD BROWN
Utility Stockkeeper

ROBERT HAMILTON
Painter/Finisher

WELCOME ABOARD

To the following new operators:



Shawn
Beattie



Bonnie
Penfold



Lynn
Hollis



Jim
Gardiner



David
MacVicar



Stanley
Waldram



John
Elter



Dan
Gibbons



...and to
Edy Rigo who
recently joined
us as Claims
Seretary

Thanks For Your Support!

Dear fellow employees:

For the last four years I have had the privilege of serving on behalf of The United Way. I have always felt that, as we provide a service for the people of Hamilton-Wentworth through the very nature of our jobs, it would seem appropriate that we demonstrate our care and concern for the community we live in by contributing to United Way.

I would like to thank all of my fellow employees for their support for this worthy cause. In 1989, 6% (53) employees of the Hamilton Street Railway Company and the Canada Coach Lines Limited,

donated a total of \$5,056.00 to United Way.

It is not too late to contribute. Please contact me directly if you wish to donate. I would be more than happy to assist you.

I sincerely hope that employees will continue to support this worthwhile program. Even \$1.00 per pay will go a long way in assisting the people of our community.

Grace
Anderson
United Way
Representative



IN MEMORIAM

COOKE, Dorothy Gertrude, passed away on Thursday, April 5, 1990. Dorothy was the wife of Mr. Frank Cooke, a former HSR/CCL General Manager.

SPRAGUE, Henry Alton passed away on April 25, 1990. Henry retired from HSR's maintenance department in December, 1980.

TODD, David Alexander, passed away on Saturday, April 7, 1990. David was an HSR operator who left the company in 1989.

WILSON, Anson passed away on Wednesday, March 14, 1990 in his 93rd year. Anson was a retired employee of Canada Coach Lines.

HAMILTON, Kenneth George, passed away on Monday, April 9, 1990. Kenneth was an HSR operator for 17 years.

de HAAN, Harmen, passed away on Monday, April 9, 1990. Harmen retired from HSR maintenance on November 5, 1973.

Editorial Comment



Bus Beat Survey

In this issue the Bus Beat Committee has included a survey to ensure that we keep up with the expectations of our readers. Help us out and return your comments by July 31, 1990. It is also important that we hear from our HSR/CCL retirees. There's a return envelope enclosed for your convenience.

Smokers Talk Shop

One positive note for the smokers at the WSTC (out there in the back forty) is that they're talking to each other. The many opportunities to hear about different aspects of the organization are limitless. Every once in a while you actually meet someone you've never spoken to before. By the time summer is in full swing, non- smokers will be downright envious of the outdoor 'Smokers Lounge'. The nice weather may or may not have something to do with it... see you there!

BUS BEAT REPS



CAROLE 426



JUDY 219



GORD 231



RABIN 276



ROSANNA 253



STEVE 384



DOUG 267



CHRIS 322



RICK 284



EDY 251



NANCY 241



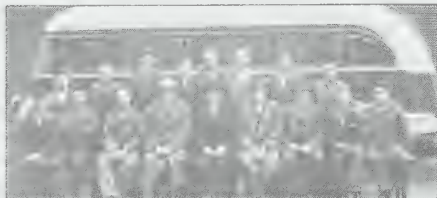
is produced by
the Marketing and Customer
Services Division of the
Hamilton Street Railway
330 Wentworth Street North
Hamilton, Ontario L8L 5W2
528-4200

If you have ideas, suggestions,
or comments please contact
one of the Bus Beat Reps
pictured above, or call
Christine Bishop, Editor
ext: 420

Contribution deadline for the
next issue is June 30, 1990.

1940's Photo Identified

Thanks to retiree Art Mooney for identifying the following people in the photograph that Bus Beat published in the March '90 Edition...



Back Row from left: Mechanic Charley Russell, Mechanic Harry Morris, Apprentice Art Mooney, Welder Gordon Milmine, Mechanic Russ Williams, Janitor Harold Bradt, Electrician Albert Teather, Bus Washer, Ernie Brockelbank.

Front Row from left: Mechanics Lorne Surerus, Elton Kent and Robert Pickard, General Manager Clem Gravelle, Owner Francis Farwell, Comptroller Jim Wall, Superintendent Cecil Main, Mechanic Westley Corbett, Tire Repair, Jim Kurtz.

Below: the last day of HSR streetcar service - April 6, 1951. From left is operator Andy Ross and retiree Jim Wallis who we'd like to thank for sharing his photos and his memories.



Preserving our Heritage

The response to "Preserving our Heritage" in the last issue was excellent! We've received telephone calls, letters, and even a couple of visits from HSR retirees.

Retiree Art Mooney sent us a very informative letter identifying all the employees in the photo that we printed. To his knowledge, there are two only survivors from the

visited the WSTC to talk about HSR streetcars. Reporter Glenn Cochrane grew up in Hamilton and has fond memories of the old cars so we arranged for retiree James Battenham to come in and share his recollections with Glenn. There isn't much about the HSR that Mr. Battenham doesn't know. He started out as an operator in 1941, and from 1952 until his retirement



From left: James Battenham and Glenn Cochrane discuss HSR's streetcar days while Tom Ruppel films the event for CFTO-TV evening news

group - himself and Robert Pickard. Art retired in February 1987 and he still has his operators' badge #24.

Jim Wallis dropped in for a visit and brought some wonderful photographs with him. Jim drove the second-last car on the last day of streetcar service, April 6, 1951. He retired in November 1983 with more than 34 years service under his belt. Jim says his days are so busy that he wouldn't have time to go back to work even if he wanted to. Coincidentally, we had tried to contact Jim just before his visit in connection with the following story. He spends his winters in Florida, however, just one of the many advantages of retirement!

HSR Streetcars Make The News
Lights, camera, action! Those were the buzzwords on Wednesday April 4th when Toronto's CFTO-TV

in 1978 he held the position of chief inspector.

The two gentlemen had a great time reminiscing over the old streetcars and discussing the many changes they've seen in the face of Hamilton. While they were chatting, cameraman Tom Ruppel filmed a collection of artifacts from the HSR archives. This included some old HSR tickets and transfers, a ticket dispenser, a change dispenser, an operator's hat, an old conductor's fare box, and several photographs. The film was broadcast on CFTO-TV later the same evening and it was very impressive.

Thanks Guys

We would like to thank operator Bruce Snively for lending us some photographs, and operator Art Kool for his help in cataloguing our streetcar photo collection. Keep those calls and letters coming in!

RETIREES...



Jean Harrison
Claims Secretary
Dec.'79 - April'90



Robert Furlong
Janitor
July'50 - April'90



Harold Lannin
CCL operator
Nov.'47 - March'90



Klaas Klad
HSR operator
May'65 - May'90



CCL Operator, Harold Lannin took his last trip on March 31/90 from Hamilton to Cambridge. Arrangments were made through CCL to have Harold's family (photo above) make the last trip with him.



At Jean's farewell party George Gardiner, Superintendent, Street Operations, spoke for all of us as he wished Jean Harrison a successful retirement.

What They're Doing Now

We've been hearing a lot of interesting things about HSR/CCL retirees lately and thought we'd pass the info along to our readers. If you know what one of our many retirees are up to these days, give Rick Toni a call at 528 - 4200, ext: 284.

STANLEY WOYTAS - Automotive Mechanic **Employment Date: June 6, 1952 to April 28, 1989.**

Stan retired last year with 37 years of service. He is now enjoying the luxury of many hobbies: photography, astronomy, bee keeping, wood carving and, more recently, painting water fowl and birds. At the HSR, Stan is best known for his photography as he frequently offers his expertise to many of his friends here.

WILLIAM ANDREW MUIR - HSR Supervisor **Employment Date:** **July 26, 1948 to December 31, 1982.**

Retirement life for Bill is not what he expected. He truly enjoys it! When retirement approached, Bill didn't know what he was going to do with himself. Now he can't find the time for relaxation. He enjoys raising pigeons and fishing. We also found out that Bill goes for extended drives in his vehicle. He just can't keep off the road.



Retired since 1982, Bill Muir enjoys fishing whenever he can find the time.



Stan Woytas retired last year and is now very busy keeping up with all his hobbies. The photo shows a sample of Stan's wood carving.



HSR's Natural Gas Bus Takes Train To B.C.

HSR's NGV bus all wrapped up just before departure. It was sent off to B.C. In April to attend the Natural Gas Convention, sponsored by the provincial government.

ENVIRONMENT *friendly*

Air pollution is one of the biggest problems of the 90's. It affects each and every one of us - every single day of our lives.

One of the major contributors to air pollution is transportation. The harmful pollutants emitted from cars, trucks, and buses cannot be safely trucked off to a landfill site. These gases go straight into the air that we breathe.

There are solutions...

A recent survey found that the average car in a Canadian city carries only 1.3 people. The obvious solution then is to achieve higher densities per vehicle - public transit helps us to do just that.

The chart on the right is a perfect illustration of the tremendous impact that public transit has on our cities and, ultimately, on our environment. If this doesn't impress you why not think about the following statistics next time you and your car (and your 0.3 passenger) are stuck in a rush hour traffic jam:

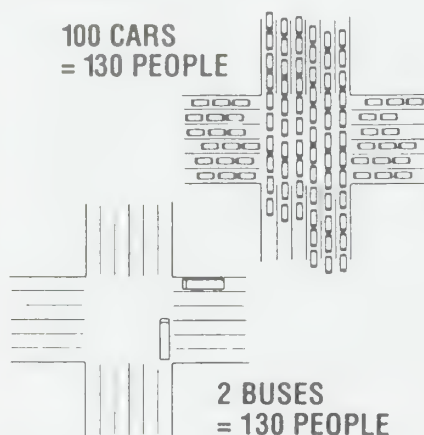
- a single 40 foot bus replaces approximately 50 cars during rush hours
- in peak periods, two 40 foot buses carry 130 people and occupy around 80 feet of

a single traffic lane. To carry the same amount by car - given average ridership - requires that the single lane be stretched some 1500 extra feet, to about one-third of a mile.

• cars park downtown, buses don't!

Stop and Think...

As you leave for work tomorrow morning, car keys in hand, why not just stop and think for a minute. **YOU** can personally help to reduce air pollution - leave the car at home, take the bus, and save our environment!



INSURANCE KNOW-HOW

by Doug Wyseman
Manager, Safety
Service & Adjusters



Safety Service & Adjusters Limited is an independent adjusting company owned by the Region. Our role is to investigate and settle any claims made as a result of accidents involving HSR/CCL buses. The knowledge we gain through these investigations is put to use in preventing further losses.

Having spent over 17 years investigating tragedies, it is a true pleasure to work to reduce accidents. It is clear that in an automobile accident both the injured party and the

responsible driver suffer. Hopefully, through our column in Bus Beat, we will be able to offer a better understanding of why accidents happen and provide methods to avoid them.

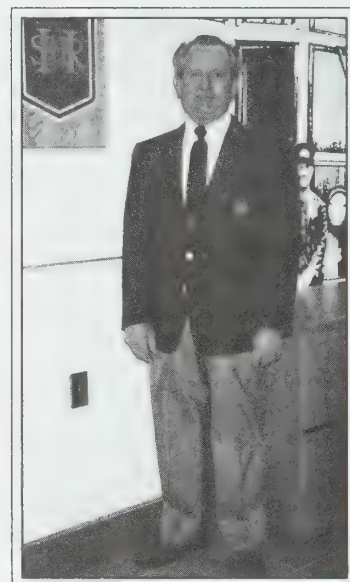
In the next issue of Bus Beat we will take a brief look at "No-Fault" Insurance; how it affects HSR/CCL, as well as our personal automobile insurance.

Should anyone have specific questions or areas of concern regarding claims settlements, accident investigation or loss prevention, send us a note outlining the particulars. We'll try to deal with it in upcoming issues.

Now, for those reading this as they drive: lesson #1. Don't!



The New Look is Here!



The dapper gentleman above, sporting HSR's stylish new uniform, is operator Walter Bode. You'll be seeing a lot of Walter in the near future; he is featured on the cover of an informative brochure produced by Operations Division. The brochure offers advice on how to care for the various pieces of clothing. You will receive a copy when you are issued your new uniform.

As we photographed Walter in and around the WSTC, his smart blue and grey outfit drew many admiring glances and complimentary remarks from other operators.

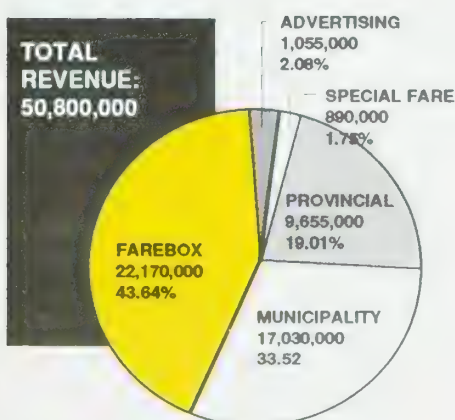
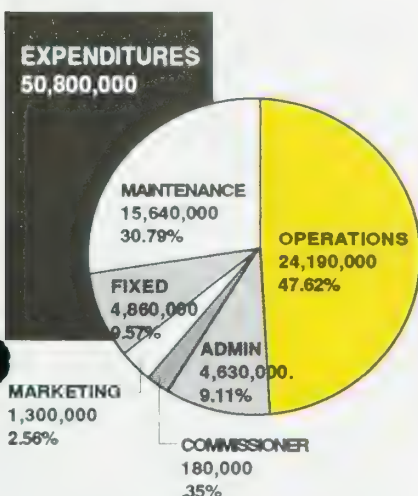
We lost track of the number of time we were asked, "When do we get our new uniforms?" Obviously, it would be very expensive to outfit the entire workforce at the same time, so an implementation plan has been drawn up by Operations Division. In 1990, half of the workforce will be issued new blazers, trousers, and shirts. The other half will be outfitted in 1991. Parkas and other outer garments will be issued in 1992 and, all going well, distribution should be complete by 1993.

Now, not only will HSR operators be commended for their driving and public relations skills, but also for their sophisticated and professional image.

A Look AT the 1990

BUDGET FORECAST

The total budget of the Region was finalized in late March by Regional Council. Thought you might like a glimpse of where HSR's money is spent as well as where the money to support operations actually comes from.



REVENUE:
(farebox & advertising) **23,225,000**

OTHER REVENUE SOURCES:
Special Fare Programs,
Municipal Levies
& Provincial Subsidy) **27,575,000**

TOTAL REVENUE: **50,800,000**

Looking out for Number One

Customer service is not a new concept at the HSR, we have always been aware of its importance. So aware, in fact, that it places us steps ahead of those private sector executives and consultants who have labelled the 1990's the Decade of the Customer.

As other companies begin to realize that satisfied customers are the key to their success, perhaps this is a good time for us to remind ourselves of the importance of pleasing our passengers.

Our customers are not too demanding. They rely on us to take them from A to B - efficiently, economically, and perhaps with a smile and a friendly word thrown in. At first

glance, it may appear that this is simply the operator's responsibility, well I'm here to tell you that it isn't, we are all responsible.

If you work in maintenance, perhaps you are responsible for repairing, cleaning, or maintaining our buses. If you work in administration, perhaps you are responsible for planning routes, providing information, or setting fares. Last, but certainly not least, if you work in operations

then you are our front-line ambassadors, responsible for providing friendly punctual service, excellent driving skills, public relations expertise...the list is endless. Clearly, we all have a vital role to play in keeping our customers satisfied. So, next

time you are emptying a farebox, repairing a piece of radio equipment, or driving a bus full of school kids, just take a moment to think of the direct impact that your work has on our customers. Consider what extra little touch you can provide to make our service even more attractive to the customer.

I can assure you that I am committed to providing our customers with the best possible

transit service. I expect each and every one of my co-workers to share in this commitment - our success depends upon it.

Dale Turvey

Dale Turvey
Commissioner of Transportation

If we
Keep our
customers
happy...
They will
Keep us in
business!



HSR WINS BUS CHECK AWARD

Thanks to Kelly Advertising, we took a 1st-place gold "ACE" award for the Bus Check TV promo. The animated attention-grabbing commercial promoted the system-wide launch of Bus Check and was broadcast on CHCH-TV last October and November.

Your best in
1989



A.C.E.
ADVERTISING CREATIVE EVALUATION
THE ADVERTISING AND SALES CLUB OF HAMILTON

APPLAUSE... Our People Please

Transit Windsor Commends HSR Hockey Team

"February 16th, 17th and 18th...three great days of hockey and fun. On behalf of Transit Windsor, I would like to take this opportunity to tell you what a pleasure it was to meet the team members that represented the HSR. Their conduct during this tournament is to be commended. You can certainly be proud of each and every one!" Hope to see your team here again in '91! All the best,
Larry MacNeil
Director of Public Relations, Transit Windsor

Children Enjoyed Buskin "...thank you for your visit to Lincoln Alexander school. The children enjoyed Buskin immensely and our follow up activities have been well received. Please pass our thanks on to Ron Goobie. He was super."
Joanne Bennett, Lincoln Alexander

Care-free Bus Ride During Storm "...when we have storms like that, I leave my car at home and Take The Bus. Thank you to the HSR drivers. They waited for us when we were not at the stop and gave us a care-free ride to work."
Heather Bell
Membership Coordinator, Hamilton Automobile Club

CCL Courteous and Efficient "...I have been impressed by the courtesy and efficiency of all the employees of Fun•Trek. Recently I had the pleasure of using the services of Joanne Hamilton. The plan she organized was excellent and more than fulfilled my requirements. I have recommended her to several fellow teachers.
D.A. Jolliffe, Glendale Secondary School

Above and Beyond the Call of Duty "...the conditions were very icy and treacherous - difficult to negotiate. A disabled person was slowly trying to reach the bus stop, and was unable to walk quickly. The ice did not help. The bus driver stopped at a clear spot and went back to help. It was a long slow process securing this passenger on the bus but the driver remained patient and genuinely caring of everyone's safety. Small acts in a hard world go a very long way to making life better for all of us. Many people on the bus responded in a very positive way to this act of kindness. Your driver helped a lot of people that day by helping one person. If the Hamilton Street Railway hires people of this caliber, then it is an exemplary company indeed!"
Elizabeth Locs
(operator, Pasquale Memmolo)

Special Thanks to Gary "...thank you very much. People phone in about the bad things but forget the good things. So keep up the good work Gary, for some people do notice it."
Elizabeth Lamb
(operator, Gary Arsenault)

Hamilton Poet Talks to Our Operators

Gary Kristiansen is one of HSR's many customers. He also happens to be listed with the Who's Who of North American Poets and is a member of the Tower Poetry Society. Most of his poetry has a definite city flavour. Gary is presently working on his first book titled 'The Reflections of an Urban Dweller'. If you're lucky, you might catch him performing Sunday nights at The Coffee House, 401 Main West, from 7.30 p.m. Success to you Gary and thanks for the following:

BUS DRIVER by Gary Kristiansen

He sees it all
His main stop being
in the centre of the city
Kids with spiked hair, drunks
The baby buggy brigade
with their parcels
Secretaries who catch the bus home
at the same time each day

People talk to him
They tell him all about their problems
Rotten boss, rotten kids, rotten wife



At a buck fifteen a ride
He's the worlds cheapest shrink

I sometimes worry that the worlds
problems will break him...

The bus arrives at my stop
Good night I say, you take care of
yourself
You too, he replies
I feel a chemistry,
a silent understanding
That only a person who's worked with
the public knows
And for those few short seconds
We're brothers

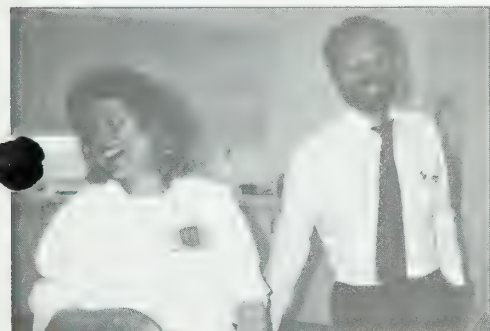
CONGRATULATIONS

CCL CONTINUES TO WIN BLUE JAY AWARD...

For the fifth consecutive year, CCL has won the "Blue Jay Home Run Award". The award was presented to sales representative Alistair Hamilton for achieving the highest ticket sales for the 1989 Blue Jay games.

ADIEU TO KATH...

Our Systems Department bids adieu to Kathryn Campbell who flew off to Edmonton in April. Kathryn has moved on to higher pay, cheaper real estate and colder winters. Two out of three ain't bad! Bye Kath, your absence will be keenly felt.



Kathryn slices up her going-away-cake as systems boss, Peter MacNeil looks on.

MARK DOLES THE DIAMOND...

Mark Marangoni (below) received a singing Valentine from his sweetheart.



Despite this embarrassment, your reporter notes that the relationship is thriving - Mark doled the diamond in March. Debbie has captured his heart thereby proving that she is "smarter than the average bear"!

9,000 BUS PASSES...

During the month of March, Bill Lyne from the ticket office spent most of his time, Monday to Friday, at City Hall. Bill was coordinating the new 'Over 70' Bus Pass renewals. At a rate of 400-500 passes per day, by the end of the month there were close to 9,000 bus passes issued.



Bill Lyne (left) gets a helping hand from Joanne Agro, M&C/S and information clerk Glen Witley.

ROXANNE KYLE AND DOUG FRAZER

are proud to announce the birth of their son Kyle Kenneth who was born on March 22, 1990 at 4:20 p.m. Kyle weighed 9 lbs., 10oz.

OPERATOR AIVARS BERZINS AND HIS WIFE BETHNE

are the proud parents of their firstborn, Isaac Janis. Isaac was born on Friday, March 9, 1990 and weighed 9 lbs. 11 oz

TWO'S COMPANY...

Operator Steve Kocsis and his wife Kelly are the proud parents of twin girls born on Thursday, March 8, 1990. Andrea Irene weighed in at 5 lbs., 1/2 oz. and sister Julie Ann at 4 lbs., 1/2oz.



Proud new daddy, Steve Kocsis with twin daughters Andrea and Julie.

PERFECT!

Congratulations to the following employees who had perfect attendance in 1989.

ADMINISTRATION: John Amama, Darlene Barber, John Caldwell, Fred Fama, Russ Gregor, Jean Harrison, Veronica Mallon, Dorothy Scheung, Ronald Tyler.

CANADA COACH LINES: Daryl Anderson, Marcel Beuparlant, Margaret Bejnar, Ross Blair, Joseph Deslandes, Gary Dougan, John Gibbons, John Mahoney, Jane Petrie, Wilfred Reid, Harry Wilson.

MAINTENANCE: Mervyn Becker, Mohan Brach, John Campbell, Earl Davidson, Eric Delgroot, Peter Lee, Leo Moloughney, Carol Petrie, Geno Tedesco.

PLANNING: Myron Lazar, Kenneth Lyel, William Mellon.

OPERATIONS: Gordon Aitken, Keith Andrews, Kenneth Bedley, Claude Belanger, Thomas Billone, John Bizior, John Borg, Rajinder Brech, Corinne Caldwell, Clarence Caron, Michael Clark, Larry Coughlin, Robert Cowman, Jozef Daniehel, Reginald Faubert, Edmund Graham, Michael Horvath, Victor Hycay, Joginder Khangura, Roy Kirk, Norman Koepke, Kenneth Later, John Lechner, Robert Macgibbon, Philip Morris, Raffaello Nucci, James Patterson, Edward Pesowski, Ivor Peterkin, Maurice Rodgers, John Sandor, Dusan Satelmajer, Lloyd Scott, Laurent Shand, Gary Shea, Leslie Sigsworth, David Skilleter, Siegfried Tepper, Horst Thelen, Francesco Traficante, Melvin Ward, John Woods.

ONE HUNDRED DOLLARS FOR A QUARTER!..

Congratulations to Keith Andrews and Harminder Sandhu from Operations and Bruce Morden from Maintenance. Their names were drawn from all eligible employees with a perfect attendance in the first quarter of this year. All three winners will receive \$100.00.

Just the VAX Ma'am



By Gord Heidman

today we delve into the most famous (and perhaps most maligned) computer company - ibm. despite our personal biases towards digital equipment and the vax empire, hsr has connected to the ibm world. in several departments we have ibm personal computers or "pc" look-alikes. these support a myriad of applications, one of which, pagemaker, helps to produce busbeat. for folks who needed a pc, but didn't need the jazzy pictures (graphics), we even attached 4 pcs to the vax. this lets us support 15 users for the price of 4!

on the larger and more complicated side is city hall's ibm setup. about 2 years ago we recognized that we had complementary information and programs. where hsr collected payroll information (the tos package), city hall could produce the paycheque. where hsr accounting system had been outgrown, city hall had the msa accounting package. since cityhall has all of the vendor and accounting numbers, mms and vms should tap

into them. wouldn't it be great to be able to put in some type of high speed connection between the two computer systems? wouldn't it save time to be able to transfer information immediately? what if the hsr accounting people could run the same accounting system as city hall without having to change locations or terminals?

ta dah! 'tis done. it works too. in fact it works so well the police department is looking at tapping in to the same link for the "macintosh" network. of course it will need to be expanded a tad. we can support up to 8 simultaneous users at the moment. if all goes according to plan, the link could support 124 users by next year.

Select users have also been using the city hall electronic mail for over 18 months. another project is under investigation to give all users on both computer systems the ability to mail documents back and forth.

no doubt you have been wondering if our typewriter has gone awry. nope. we're just doing our part to shave the "capital" budget.

Yet another Mission Statement!
"The Employee Health Centre at HSR/ CCL facilitates the efforts of all employees to achieve their optimum level of functioning and well - being primarily through health education, health promotion, and prevention of disease and injury."

Mystery photo

Can you
identify this photo?



Be the first employee to call Rosanna at ext. 222 with the correct answer and win a Bus Beat T-Shirt. Contest closes June 15/90.

WE STUMPED YOU AGAIN!

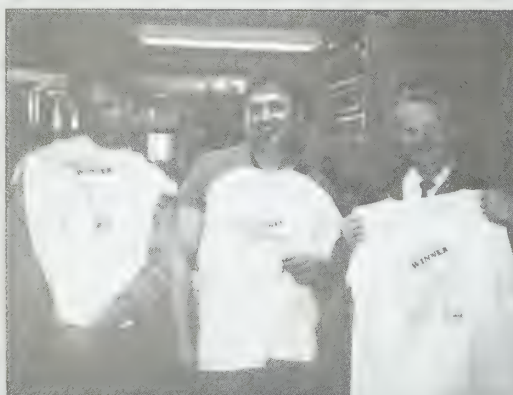


The multi-talented Linda Owsianicki from Payroll was Bus Beat's January Mystery Photo. Linda began her career with the HSR in 1973. She has been a long time member of the Sports and Recreation Committee and is presently working as a Senior Payroll Clerk. *Please Note:*

There has been some discrepancy concerning this last mystery photo. Alistair Hamilton did in fact phone in the correct answer. But because of prior inside knowledge (according to Linda) he was disqualified as winner. Bus Beat awarded the T-Shirt prize to Linda. Linda may or may not give it to Alistair.

BUS BEAT T-SHIRT WINNERS

Pictured from left are: Dan Arnott from Shipping and Receiving, Norbert Kemmler from MRTC's Maintenance and Gary Peters, Manager, Manpower and Planning. All three (proudly?) display their winning Mystery Photo T-Shirts.



1990 BUS BEAT SURVEY

Please fill out the following questionnaire and deposit it in the boxes provided at WSTC and MRTC reception, dispatch office or garage office before July 31, 1990.

(Retirees, please use the self-addressed return envelope provided for your convenience)

1. How often do you read Bus Beat?
- ☐ All the time
- ☐ Some of the time
- ☐ Once in a while
- ☐ Not very often
- ☐ Never

2. Do you usually read the entire Bus Beat issue? ☐ Yes ☐ No

3. Please rate the following regular features:

	Very Good	Good	Satisfactory	Poor	Very Poor	Comments
Welcome Aboard	[]	[]	[]	[]	[]	
Retirees	[]	[]	[]	[]	[]	
To Your Health	[]	[]	[]	[]	[]	
People on the Move	[]	[]	[]	[]	[]	
In Memoriam	[]	[]	[]	[]	[]	
Applause	[]	[]	[]	[]	[]	
Environment Friendly	[]	[]	[]	[]	[]	
Commissioner's Col.	[]	[]	[]	[]	[]	
Congratulations	[]	[]	[]	[]	[]	
Just the VAX Ma'am	[]	[]	[]	[]	[]	
Mystery Photo	[]	[]	[]	[]	[]	
Photos	[]	[]	[]	[]	[]	

4. What are your favourite regular features?
1. _____
 2. _____
 3. _____

5. Are there any **regular** features you would like to see added? (Please be specific).

[illegible]

Continued from page 11

- [] Operations
- [] Maintenance
- [] CCL Administration (Office)
- [] HSR Administration (Office)
- [] Retiree

☐ Very Good
☐ Good
☐ Satisfactory
☐ Poor
☐ Very Poor

Extension: _____

[illegible]

BUS BEAT

CLOSE
UP

On Human
Resources
- page 11 -

Published by and for the Employees of the Hamilton Street Railway • July 1990 • Volume 4

URBAN MUNICIPAL

AUG 15 1991

GOVERNMENT DOCUMENTS TEAM DAY 1990

It was fun.
It was friendly. It was HSR/CCL's
3rd annual Team Day!
(see photos page 2)

Three hundred employees came out to WSTC on Saturday, June 24 to enjoy the good food and company. Service and Safety Awards were presented to over 50 employees. It was also an excellent opportunity to show off our new facility.

Everyone in attendance was presented with a WSTC commemorative book as well as the Team Day '90 booklet listing all award winners (call Jake at 372 if you'd like a copy).

Buskin, of course, was a favorite with the kids, as was Bob Hanley who always seems to attract the 'young at heart'.

Sports & Rec really outdid themselves again this year. Their decorations totally transformed the garage. The podium and stage, banners and colourful balloons all added to the bright party atmosphere. Barbequed hot dogs and hamburgers topped the menu, followed by donuts and coffee.

We missed all of you who couldn't make it, so be sure to circle June '91 on your calendar for next year!

The Team Day Committee would like to thank the following employees for their assistance: Rick Toni, Steve Walsh, Susan Taylor, Sharon Nienhuis, Ray Smith, Andy McLaughlin, John Caldwell, John Amama, Vic Hrycay, Bill Ritchardson, Mario Giannini, Elizabeth Howcroft, Christine Fruck, Russ Gregor, Carol Ames, Laurie Peel, Kathryn McIntyre, Joan Smith, Ronnie Mallon, Michael Trink, Larry Coughlin, John Gosgnach, Eric Tuck, Dave Porter, John Mortimer, Christine Bishop, and Fred Fama.

BUS ROADEO WINNERS



HSR/CCL's 1990 Bus Rodeo was held on Sunday, May 27th at Mohawk College.

Operator Mario Giannini (above centre) was the first place winner with an impressive total of 680 points. Mario also received the Most Improved Driver Award. Second place winner was Ken Later (above right) with 656 points, and third place went to Bob Miller with 644 points.

ROADEO CHALLENGE

After the noon lunch break, the notorious Rodeo Challenge got underway. Commissioner of Transportation, Dale Turvey and councillor John Gallagher teamed up against the Chairman, Transportation Services Committee, Bob Wade and HSR's Director of Operations, Paul White. The final results were fairly

- continued page 3 -

Team Day's 1990 15 year Service Award recipients



TEAM DAY '90 SNAPSHOTS

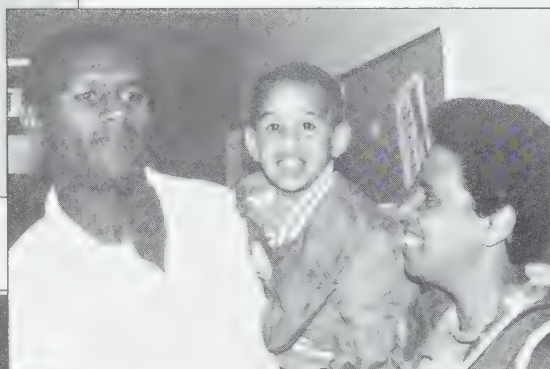
Below, HSR operator Jules Laiverdiere and daughter Lisa.



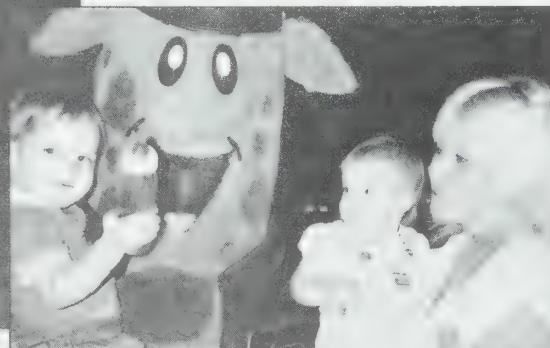
Photo below is operator Leo Perry with wife Bonnie and son Brock.



Above, CCL Route Supervisor Don Telfer (right) receives 40 Year Service Award presented by Bob Wade, Chairman, Transportation Services Committee.



Above, Operator Minaz Remani, wife Carol and son Carim. Below, Buskin with operator Joyce Sutton and children Matthew and Katrina.



Below, Garage Superintendent Raj Sehgal, wife Anita and daughters (from left) Corry, Vanessa and Monica. Raj received his 20 year Service Award.



WELCOME ABOARD

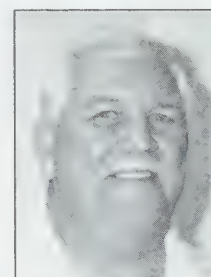
To the following new operators:



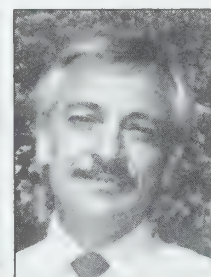
Gina Taylor



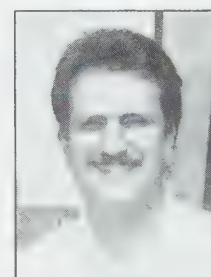
Dee Osborne



Harold Shaw



Ken Smith



Henry Walczak

NEWS FLASH!

A major advance in the fight against air pollution was just announced. Two technologists working in the planning and scheduling bureau have decided to leave their autos at home at least one day a week and take the bus to & from work. Informed sources hope that this brave move by these workers will spur on their colleagues to also take action to make a contribution to a greener Planet Earth.

ATTENDANCE AWARD PROGRAM

Congratulations to all employees who met the requirements of the Perfect Attendance - Second Quarter 1990. The lucky \$100 winners were: CCL Operator Wayne Fraser; HSR Operators Jules Laverdiere and Bruce Snively.

ROADEO '90

- continued from page one -

close but the Challengers Cup Award went to the Wade/White team who had a combined total of 807 points.

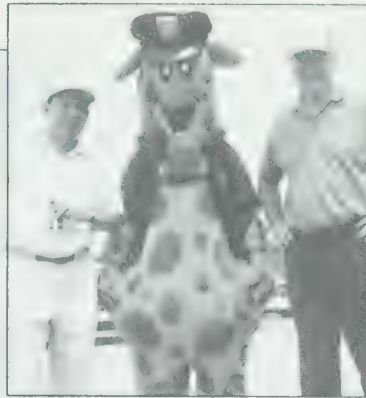
All in all it was a fun day. A chance for the transportation staff to get together and admire the outstanding driving skills of our operators.

MARIO PUTS HSR IN 3RD PLACE

Congratulations to Mario Giannini on his third place finish at the Canadian Urban Transit Association's (CUTA) National Bus Rodeo held in Calgary, Alberta. There were 41 contestants from across Canada striving for a perfect score of 875. Mario tallied 851 points - just eight points behind the Canadian Champ Dick Underwood from Red Deer Alberta. Al Waselenchuck of Edmonton Transit finished second.

CUTA's 1991 National Competition will be held in Hull, Quebec, so sharpen up those driving skills and plan to be there!

Special thanks to all those who helped make the day a success.



Chairman, Transportation Services Committee, Bob Wade gives Buskin and the Commissioner of Transportation, Dale Turvey, a few pointers on how to win a Roadeo Challenge.



Heinz and Ziggy Trompe. Great couple..great chill!



Roadeo helpers (above left) Jim Dahms, Kim Hunter, Linda Owslanicki and Carol Ames.



Above photo is Judy Martin (left) and Christine Fruck.



Jagtar Singh (front left) receives his certificate from Firestone's representative, Lloyd Stevenson. Jagtar won the draw for 4 new Firestone tires.

BUS BEAT REPS



CAROLE/426



JUDY/219



GORD/231



RABIN/276



DARYL/360



ROSANNA/253



STEVE/384



DOUG/267



CHRIS/322



RICK/284



EDY/251



NANCY/241



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If you have ideas, suggestions, or comments please contact one of the Bus Beat Reps pictured above, or call Christine Bishop, Editor ext: 420

Contribution deadline for the next issue is August 31, 1990.

RETIREES...



William Howe
HSR Operator
Oct. '64 - June '90



Larry Martin
Foreman
June '51 - May '90



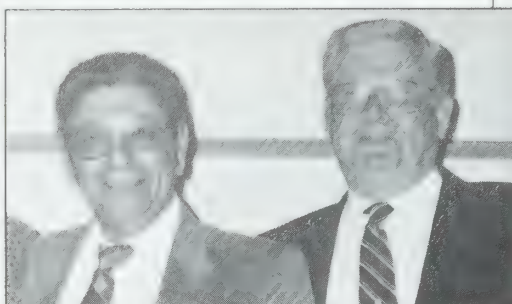
Vera Scarfe (Feb. '63 - July '90) waits for chauffeur John Patrick, while friends and co-workers look on.



Lloyd Scott
HSR Operator
April '66 - June '90



Maxwell Peddle
HSR Operator
April '54- June '90



Retirees Fred Fama (March '53 - June '90) and Russ Gregor (May '61 - June '90) at their HSR/CCL farewell dinner.

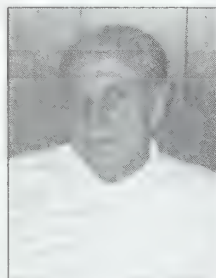
Ort Gumbert with friends at the barbeque luncheon held in his honour. From left are: retirees Art Mooney, Bob Pickard, Jan Galama, Ort, Abe Gumbert, Garage Supt., Raj Sehgal, Everett Mattson and Bob Graham.



And What They're Doing Now...

SID BOWER: Former HSR Electrical Foreman; retired in the summer of 1982.

Sid will be 73 this August. He has travelled to British Columbia several times to visit relatives. Last year he spent two weeks in Florida with his family, including the grandkids. Sid and Abe Gumbert meet regularly to swim and play golf. He is a member of



the Kings Forest Golf Club. A winter cribbage league and summer excursions along the Lake Erie shoreline fill Sid's spare time. He always finds the time for company and union retiree events which he thoroughly enjoys. Sid also keeps the Swiss Chalet in business and, in between all of the above, he's a busy chauffeur for his wife Marion.

Contact Rick Toni at 528-4200 ext: 284 if you have the scoop on one of our HSR/CCL retirees.

VERA GOES HOME IN STYLE

WSTC gave recent retiree Vera Scarfe a send-off she'll probably never forget. Vera has been an HSR employee since 1963 and, on her official last day with us (June 15), co-workers organized a party for her, made her 'Queen for the Day', and actually managed to have Ti-Cat owner Dave Braley in to speak with her. As a finale, John Patrick picked Vera up in his 1923 Dodge Brothers Touring car and drove her home in style.

SAFETY & TRAINING WILL NEVER BE THE SAME

On June 28th, HSR/CCL employees organized a farewell dinner at Carmens in honour of retirees Russ Gregor and Fred Fama. The event was a simply splendid send-off for the famous two-some.

Annie Lupkoski, former secretary to Fred and Russ, gave a touching opening speech - a stark contrast to Alistair Hamilton's somewhat off-color, but well-received, humorous remarks. The following is an excerpt from the excellent poem author/operator Doug Sullens recited in memory of the Fred and Russ Training Department:

"The training room won't seem the same; It's a good place to get out of the rain. There's always a story or riddle...no fuss! And a good word on safety while driving your bus, from Freddy the Fama and Maritime Russ."

MRTC HOLDS AFTERNOON BARBEQUE FOR ORT GUMBERT

After 47 years of service, Ort (Orland) Gumbert retired on June 29, 1990.

He began working in 1943, and four years later was earning 76 cents an hour as a truck driver. Over the years Ort made several job changes but eventually switched back to predominantly servicing air systems and door controls. While

- continued page 9 -

REUNION LUNCHEON

Since 1984 HSR/CCL's Annual Reunion Luncheon, held in honour of all our Retirees, has been a very special event. This year's luncheon on Friday, May 19, 1990 was no exception.

Close to 200 retirees, guests and employees were officially welcomed by Dale Turvey, Commissioner of Transportation. Guest speakers were: Regional Chairman Reg Whynott; Chairman, Transportation Services Committee, Bob Wade; President, Local 107, Claude Belanger; then President, Local 1585, Grace Anderson and Financial Secretary, Local 107, Andy Asslin.

As Bob Wade said of the luncheon, "It's a great tradition." He has attended now for 12 years and "hopes it will continue well into the future."

Photo far right, from left: HSR employee Grace Anderson and retirees Joe Dickie and Pat Mira.

Photo right, from left: Retirees Andy Asslin, Tom Bodendistle and Mike Furlong.

Photo below: Retirees Max Imrie at left and Bill McCluskey.



The above 1989/90 retirees were individually presented with a Regional Service plaque. From left are: Harold Lannin, Johannes Buskermolen, Jan Galama, Joseph Blackburn and Glen Campbell. Front row is Jean Harrison(left) and Wanda Kocsis.



Gifts were presented to those retirees (below) who travelled the furthest to attend the luncheon. From left: Dave Fawcett from British Columbia, Henry Austin from Nova Scotia, Florence Finkaryk from Burlington and Cathy Emerson from Grimsby. Lily Easton (far right) received a gift for being the eldest female retiree in attendance.



ENVIRONMENT *friendly*

A couple of months ago, we looked at ways of reducing the amount of garbage produced at work. The suggestions that we offered were well received, in fact many departments have since started their own recycling programs.

It was relatively painless to adopt new environment-friendly workplace habits, so let's look at how we can adapt these habits to suit the home environment.

Next time you take the garbage out, just stop and take a look at what you and your family have actually consumed and disposed of. I'll bet you're shocked! By taking just a few extra minutes each day to consider your choices you can significantly reduce this garbage. In so doing, you will have a tremendous impact on the amount of waste destined for our overflowing land fill sites.

Here are a few suggestions to get you started on the road to a cleaner, healthier environment.

At the grocery store:

- Purchase your fruits and vegetables loose. Some stores offer paper bags which are handy for things like mushrooms and grapes. Avoid thin-film plastic bags at all costs!
- Buy your meats at the butcher and deli sections. The prices are the same, and you don't get the plastic trays and wrappings that are used for pre-packaged meats.
- Buy in bulk whenever possible. Bulk items can often be packed in reusable containers, totally eliminating the problem of excess packaging.
- Choose reusable items over disposable items. For example: use real razors rather than the disposable plastic versions, buy your milk in refillable plastic containers rather than in plastic bags.

At home:

- Use rechargeable appliances (like flashlights) or rechargeable batteries. Regular batteries contain toxic metals that make them hazardous when discarded.
- Avoid using paper towels and napkins. Cloth napkins are a much more ecologically-sound alternative - they also look nicer. Washcloths or rags can be used in place of paper towels.
- Use your own "home-made" household cleaners - they are non-toxic, and they are cheaper. Some examples include: white vinegar and water as an all-purpose cleaner, baking soda and salt as a scouring powder, and one-part lemon juice plus two-parts vegetable oil as a furniture polish.
- Don't use pesticides and herbicides in the garden. Lawns can be kept just as green and healthy with natural fertilizers like manure and compost. To clear your flowerbeds of creepy-crawlies, use stale beer. That's right, beer! A couple of saucers containing a little beer, placed level in the soil, will work wonders.



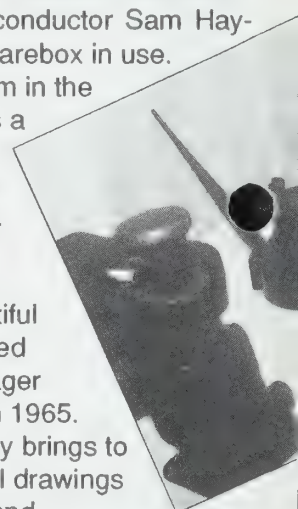
So come on, let's tackle this environmental crisis head-on. Maintain a constant awareness of the state of the environment, and make that awareness the basis of every single decision you make.

Preserving our Heritage

The display cases in WSTC's front lobby are now brimming over with treasures from HSR's past.

The four cases house a wonderful variety of artifacts - everything from fareboxes and photos to buttons, bank books, and badges.

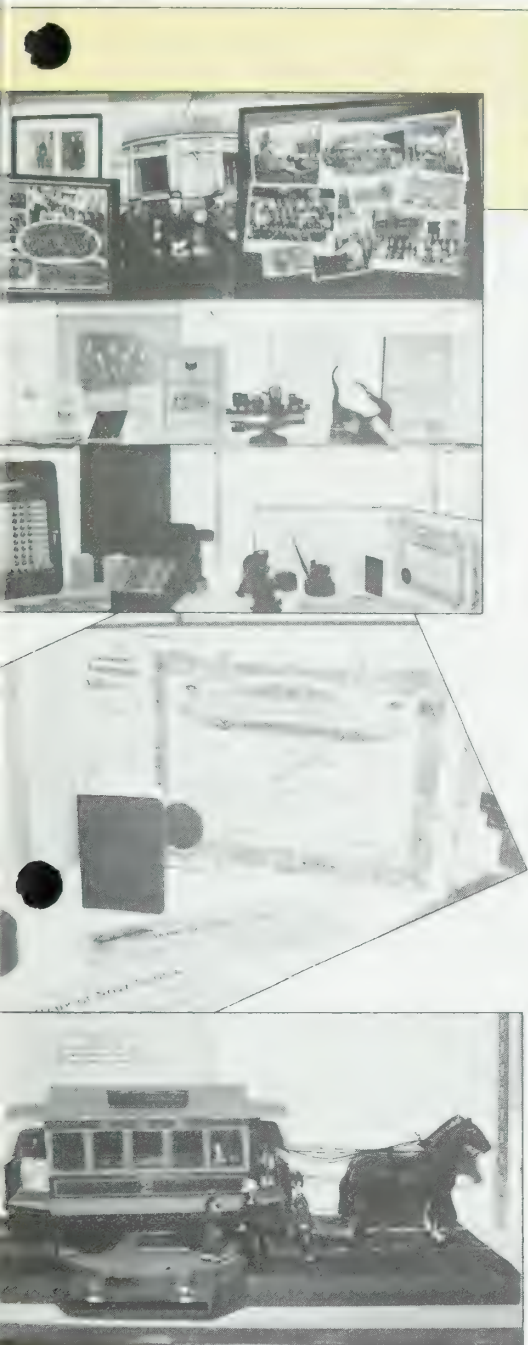
One of the large displays is dedicated exclusively to streetcar memorabilia. A particularly interesting piece is a hand-held farebox which dates back to the 1920's. A photograph of conductor Sam Haythorne shows the farebox in use. An outstanding item in the streetcar display is a scale model of car #2 on the King & James turntable. Hand-made by operator Merwin Fortney, this beautiful piece was presented to personnel manager W. J. McCulloch in 1965. The model certainly brings to life all the technical drawings of streetcar parts and equipment that are also on display.



The other large case is home to a collection of employee photos and union memorabilia, as well as paperwork and equipment from the administrative side of HSR operations. Here, you'll see everything from bank books and cheques from the 1940's, employee year books from the 1920's, a collection of office machines, and other knick-knacks too numerous to mention.

Two smaller cases contain a variety of items such as old employee newsletters, operators' caps and badges, and tickets and transfers.

We hope to change the displays every



few months so we're always on the look-out for artifacts. If you have an item that you would like to loan us for a month or so then please call Carole at ext.426 or Cindy at ext. 419. Your donation will be publicly acknowledged and your item will be safely returned, with our thanks.

So, come on out, take a look at the display, and let us know what you think. All comments and suggestions are welcome!

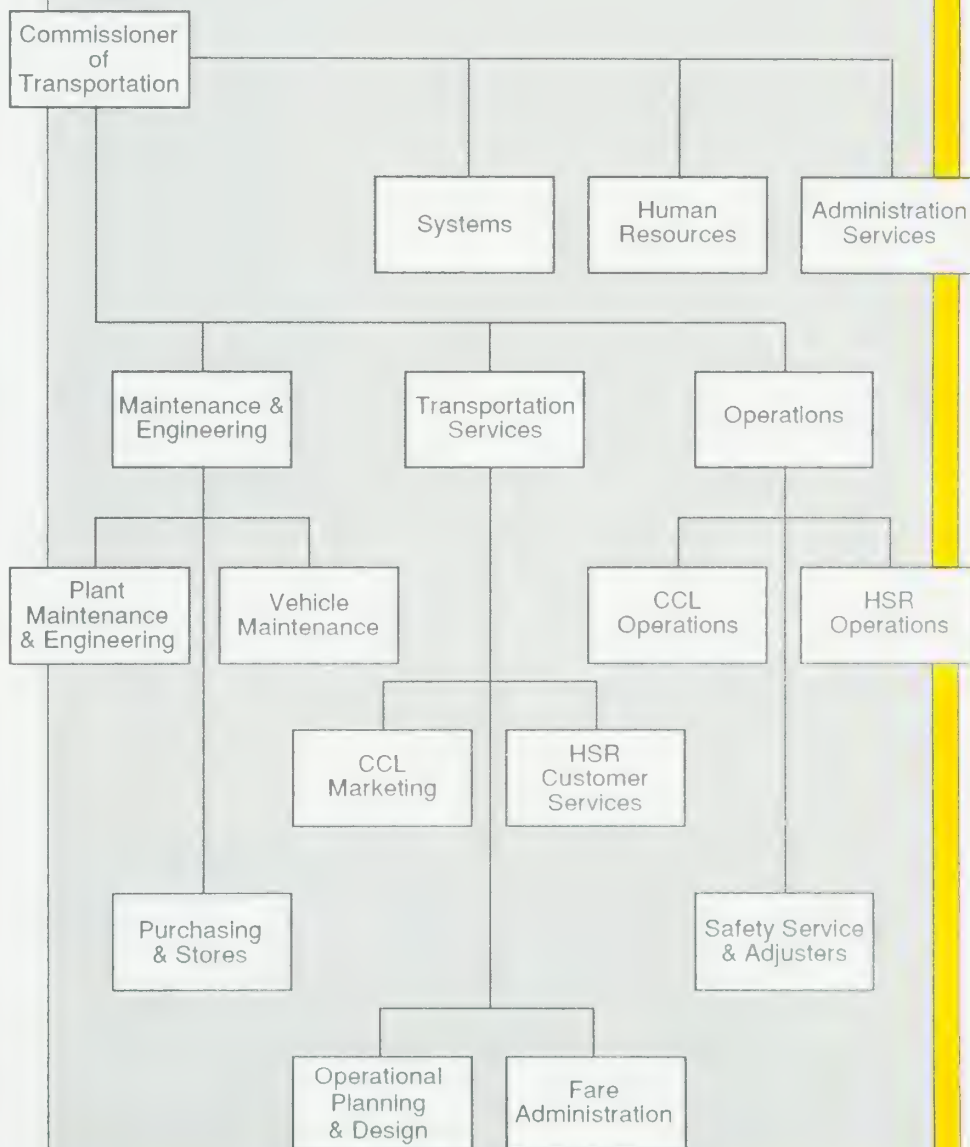
Where Do "I" Fit In?

All too often, we become so involved in our own area of work that we forget about the diverse group of people that keep the wheels of the HSR/CCL rolling.

It is important to recognize the valuable work that is done by each and every person in the company. If you're not too sure where you fit into the organization, take a look at the chart below.

In upcoming issues of Bus Beat a different department will be featured. We will give you an overview of the department's function, and introduce each employee, describing exactly what he/she does.

First on the list is Human Resources, so turn the page to find out everything you ever wanted to know about Peggy Mellor and her group.



CLOSE UP

HSR/CCL HUMAN RESOURCES DEPARTMENT

Human Resources spent much time and effort promoting the department during their 'Awareness Week', June 11 to 15. Displays were set up outlining the programs and services provided and an H.R. staff member was on hand to offer information, answer questions and listen to suggestions.

The department "Wishes to thank everyone for their support in making the 'Human Resources Awareness Week' a great success."

Peggy Mellor
Manager, Human Resources

Oversees the activities of the dept. including: Personnel Services, Employee Relations Services, Employee Health Centre, Safety & Training Department, Employee Benefits Administration, Labour Relations Services.

Dr. Doug Morrison, Medical Director
Mary Beth Beasley,
Employee Health Coordinator

Facilitates the efforts of all employees to achieve optimum level of functioning and well-being through health education & promotion, and prevention of disease & injury.

Laurie Peel, H. R. Coordinator

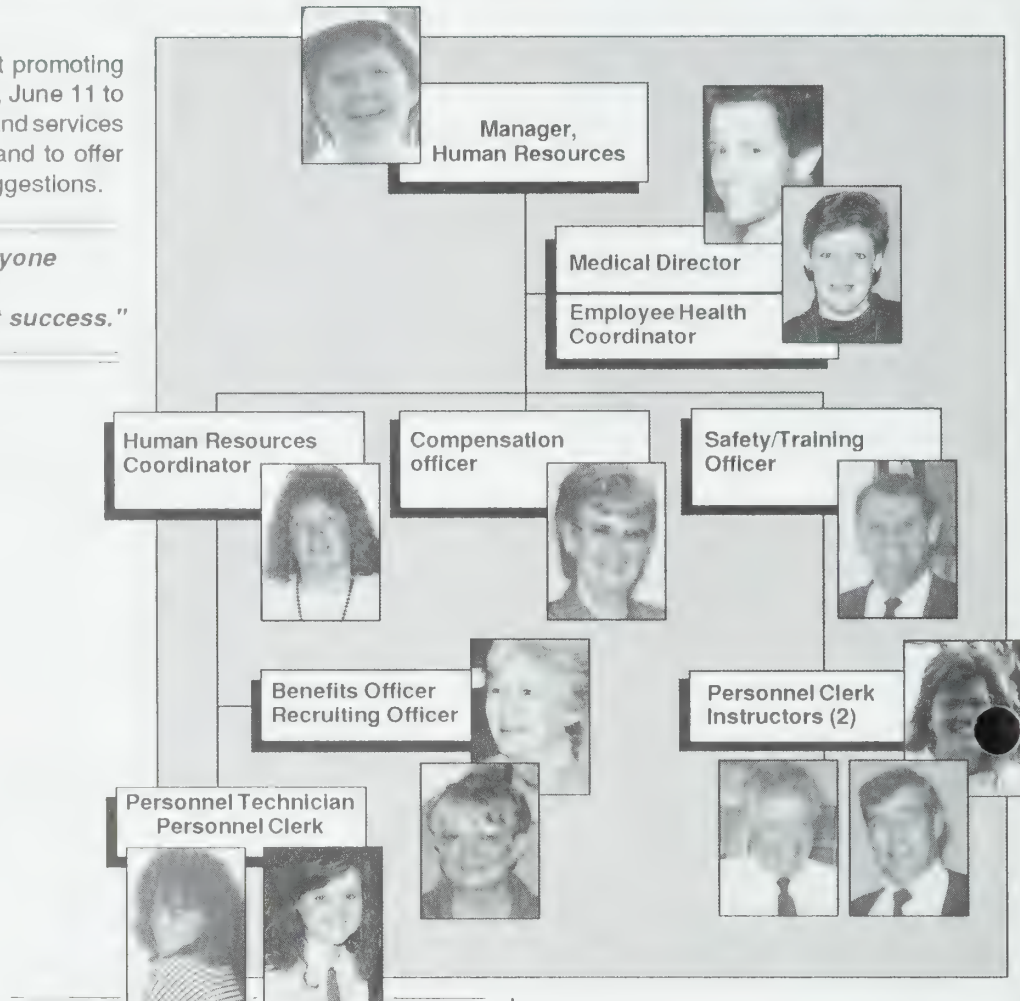
Maintains the H.R. Policy/Procedure Manual, Job Documentation and HSR/CCL organization charts; generates various statistical reports; and supervises the daily office activities related to Personnel Services.

Veronica Mallon, Benefits Officer

Enrolls new employees into Company Benefit Plan; answers employee inquiries and gives assistance regarding company benefits; acts as liaison between employee and benefit carrier.

Mickey Baker, Recruiting Officer

Assists other departments in the posting and filling of vacant positions, participates in selection interviews and arranges recruitment-related testing.



Rosanna Melatti, Personnel Technician

Initiates salary/wage changes associated with new hires, transfers, retirements; provides orientation program for new employees; represents H.R. department at various company functions.

Kimberley Hunter, Personnel Clerk

Assists employees with tuition and smoking cessation reimbursements, employee photo ID and temporary passes; monitors budget and invoice payments; arranges for temporary agency personnel.

Shirley Gushue, Compensation Officer

Facilitates the payment process for those employees who qualify for income protection or WCB and acts as liaison between the employee, the EHC and the benefit carrier.

Al Berry, Safety/Training Officer

Oversees activities of S&T section; develops training programs; responsible for the safety of HSR/CCL employees.

Christine Fruck, Personnel Clerk

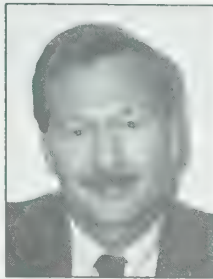
Schedules all in-house training courses and recruitment testing; arranges driver's licence medicals and attendance at Regional training seminars; prepares Safety Awards; monitors number of hours spent training employees.

John Amama /John Caldwell, Instructors

Conduct various classroom and "hands on" training; assist in evaluating Bus Operator applicants; administer driver's licence tests.

INSURANCE KNOW-HOW

by Doug Wyseman
Manager, Safety
Service & Adjusters



No - Fault Insurance is now a reality in Ontario. While the legislation introducing this system is complicated, there are some clear changes of which we should be aware.

Except in cases of serious permanent injury or death, you are no longer able to sue other drivers for compensation. In a majority of cases you will deal with your own insurance company. Compensation is clearly set out in the new law and the need to negotiate settlements is gone.

The law allows injured victims to recover up to 80% of their wages (to a maximum of \$600 per week) from their auto insurance.

At HSR, I believe employees can collect 66 2/3 to 70% of their wage loss through wage continuance plans. This being the case, if an employee is entitled to 66 2/3% wages from the HSR, his/her auto insurer would pay 13 1/3% of the wage loss while the injured employee is off work. There is a one week deductible period where no auto benefits are paid. In non-serious cases nothing is paid for pain and suffering.

Many insurers will be attempting to sell "enhanced auto coverage" to staff whose salaries exceed \$39,000 annually. It is our feeling that due to our benefit package through the HSR this coverage is not needed. For more information on No-Fault please give me a call or call the Insurance Bureau of Canada at 1-800-387-2880.

We'll try to clarify other areas of No-Fault in the next issue of Bus Beat.

RETIREEES

- continued from page 4 -

BARBEQUE FOR ORT

working in the electrical shop, Ort has been Crew Leader and Acting Foreman.

In honour of the man and his service, a steak barbeque was held on the front lawn of MRTC. A group of retired maintenance personnel and managers attended along with most of Ort's co-workers. (see photo page 4)

LUNCHEON FOR LARRY

Foreman Larry Martin retired on May 31, 1990 after 39 years of service. His fellow employees held a special luncheon in his honour that day and wished him a 'choppy and healthy' retirement.

Larry was hired June 11, 1951 as a maintenance helper. During the following years he performed various duties of mechanic's helper and coach cleaning. By 1957 Larry was an Automotive Mechanic and in March '69 was promoted to Foreman. In this capacity, he worked night shift at the HSR, day shift at the Catharine Street CCL garage, General Repair at the MRTC and on May 31, retired from the Major Repair Shop.

**BEST WISHES TO YOU LARRY
AND TO ALL OF OUR
RECENT RETIREEES!**

PEOPLE ON THE MOVE...

JANET TEBBUTT
Programmer/Analyst

STELLA SPAGNUOLO
Accounts Payable Clerk

RICHARD LEWIS
Service Line Worker

ANNUAL HSR/CCL PICNIC

Be sure to make it to the
1990 HSR/CCL Company Picnic
Sunday, August 19
Christie Park
Hope to see you all there
Fun starts at 11 am.

Union News

June Elections

Congratulations to the following new Union Representatives for Local 107 and 1585:

Local 107

PRESIDENT,

Claude Belanger (Operator)

VICE PRESIDENT,

Kim Cheeseman (Operator)

FINANCIAL SECRETARY,

Tony Iacozza (Operator)

RECORDING SECRETARY,

Ray Smith (Operator)

BOARD MEMBERS,

Ken Barton (Operator)

Robert Grills (Operator)

Leo Moloughney (Wnt. Maint.)

Nick Pellegrino (Mtn. Maint.)

John Morrow (CCL Operator)

Local 1585

PRESIDENT,

Paul Kebic (Stores)

VICE PRESIDENT,

Chris Campbell (Stores)

FINANCIAL SECRETARY,

Brenda McCaskie (Stores)

BOARD MEMBERS,

Dave Kirkman (Foreman)

John Steinhoff (Inspector)

Doug Bently (Foreman)

Larry Griffiths (Ticket Agent)

APPLAUSE... Our People Please

"Thanks" For Keeping in Touch

"...My wife and I are enjoying our retirement here in Fort Saskatchewan. When we receive the "Bus Beat" we really enjoy reading it and thinking of our old friends back in Hamilton. Thank you for the many times we have heard from the HSR.

As it so happens, today is the day I retired in 1986. We have had a really good retirement so far but we never forget the many years we spent in Hamilton."

Frank Pearce

Former HSR Operator

Passengers Pleased with Operators' Honesty

Three letters were recently received in appreciation for the "help, honesty and courtesy" shown to them by three of our operators. All three passengers were thankful for the speedy return of their belongings.

Mary Pasis

(operators Frank DeJong

K. Blacklocow

Larry Pearson

Bernice Farrell

Ron Wilkinson)

Forty-five Children Thank Andy

"...The children really appreciated the compliment given to them by your bus driver for their excellent behavior. It was their idea to make the enclosed cards for him. The teachers also appreciated his encouraging comments."

D. Marchetti, St. Teresa of Avila

(operator Andy Lehr)

Quebec City Via Fun-Trek

"... "Hutch" displayed excellent and safe driving skills. His pleasant rapport with staff and students made our journey and sightseeing tours meaningful. He will be fondly remembered for making our visit to Quebec a resounding success."

S.Pleau and S.Lagrotteria, French Immersion Staff,

Queen Mary Senior Public School

First Time With Fun-Trek Successful

"...We wish to express our thanks to your driver **Harry Wilson** and group leader **Betty Formanik**. It was our first trip organized by Fun-Trek and we will most certainly recommend your service to our friends.

Mr. Mrs. J.J. Baker

"I compliment you on one of your drivers, **Ed English**. I recently ran a bus trip to Rochester. It was my first experience at this and I couldn't have asked for anyone better. He went out of his way to accomodate everyone and was a tremendous help to myself."

Bobby Dougan, Executive Committee, Chedoke-McMaster Social Club

Drivers Did Superb Job

"...Your drivers on the Niagara Tour are to be congratulated. They did a superb job and handled the tour in a confident, professional manner."

Marilyn MacDonald, Purchasing Management Association of Canada

operators Wayne Fraser, Ernie Kowch and Harry Wilson)

LACE UP YOUR SNEAKERS!

It's time to start stretching those leg muscles in preparation for the 10th annual Terry Fox Run on September 16. There are two 10 km courses to choose from, one in Westdale and one on the Mountain.

Those employees and their families who wish to participate can either jog, walk or bicycle through the course. Pledge sheets will be available in September. Pick one up at WSTC, Customer Services. You can still sign the pledge sheet of a fellow employee if you wish to sit out this year. All money collected goes towards Cancer Research.

We will be entering a Corporate Challenge Team again this year so if you wish to be included contact Cindy in Customer Services at ext. 419. Let's see if we can double the \$220 we raised last year!



OPEN HOUSE

A beautiful bronze plaque, commemorating the WSTC official opening, was unveiled at our open house on June 23. Guests included local politicians, media, other transit properties, and contractors involved in the construction of WSTC.

The reception began with speeches from Gordon Miller, Parliamentary Assistant to the Minister of Transportation, Reg Whynott, Regional Chairman, and Bob Wade, TSC Chairman. Guests were then invited to tour the office and garage areas. John Caldwell and John Amama's bus trip through the maintenance garage and bus wash was definitely the most popular. Most guests made a beeline for the bus when they heard about this exciting trip.

Special thanks go out to the many volunteers who helped to decorate the garage and who acted as tour guides.

CONGRATULATIONS

T'WAS A FINE DAY FOR THE DAYS'

On June 16, 1990 Cindy Hoath from Customer Services was married to Andy Day. Congratulations Cindy! Hope you and Andy will enjoy many happy and prosperous years together. P.S. When's the barbeque?



MCS Rep Cindy (Hoath) Day, with husband Andy.

BOWLING CHALLENGE...

The MRTC challenged the WSTC to a "two out of three" game. The WSTC winners were Linda Owsianicki, Rick Toni, Jim Dahms, John Ford and Mark Kazulak. The MRTC team members (the ones who lost) were: Daniela Cicconi, Doug Bentley, Bill Lupkoski, Don Gale and Bruce Morden. The teams hope to form intramural teams and play once a month. If you are interested contact a Sports and Recreation member.

TOURNAMENT WINNERS

The annual Sports & Rec Golf Tournament was held on June 9 this year. We hear everyone had a great time and congratulate the following winners: Low Gross: Desi Minaji, Low Net: Kerry

FIT DAY A TERRIFIC SUCCESS!

Many of us were out there on the front lawn (see photos below) participating in the 15 minute lunch time aerobics offered at both the WSTC and MRTC. Special thanks to Joanne Agro and Daniela Cicconi for their leadership.



TO YOUR HEALTH



Mary Beth Beasley, EHC

The last couple of months have seen quite a bit of HEART SMART activity at HSR/CCL.

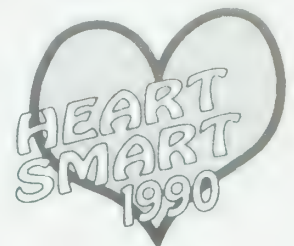
Thanks to the Hamilton-Wentworth Nutrition Committee, both the MRTC and WSTC cafeterias were treated to Nutritional Pursuit - a fun and informative lesson on healthy nutrition. Of the many participants, operator D.A. Shephard (MRTC) and Vivian Wells from the WSTC cafeteria were the lucky winners of a cookbook provided by the Nutrition Committee. Congratulations to you both - use them in good health.

Did you have your blood pressure and body mass index readings taken? Between lunchtime cafeteria visits, 10:00 p.m. garage visits, and 4:30a.m. dispatch visits, I saw so many employees I lost count. It's encouraging to see so many people interested in learning more about their health - thanks for the support!

HEART SMART'S emphasis for the summer is exercise. Throughout the summer months information will be posted concerning different types of aerobic activities and exercise Do's and Don'ts. For starters, drop by the EHC and pick up a copy of a Heart Rate Target Zone to help determine your correct exercise heart rate.

If you have any questions at all, don't hesitate to contact the EHC. Between us, Dr. Morrison and I should be able to help.

Have a happy,
HEART SMART summer!



Just the VAX Ma'am



By Gord Heidman

Philosophy of Systems 101

When I was in high school, I realized that my people skills were (ahem) not great. I never really had the knack for talking to people or making them like me. I also realized that I had an aptitude for math and computers. Ah... career decision made. Computers. Cool, logical machines. No need to talk to people. It didn't matter whether the machine liked me or not. On with life - arrange for education, find first job, buy a car, etc. Enter reality.

I worked hard developing my technical and analytical skills. I chased promotions, took courses and changed jobs a few times when the people/politics part became unbearable. However, the dream was elusive. Like it or not, I had to deal with people as part of my job. So I took some courses and watched folks who had the abilities I admired.

At one of those courses, several years ago, the instructor asked, "What is it that makes your job satisfying?" Finally, the light came on. The entire reason for any Systems Department is to serve the rest of the company. People. We are here to help people by providing better tools, better information, faster ways of doing things. We are the supplier of products and information to our customer, the company. People are why we are here.

There has been a lot of emphasis on customer service in the last couple of years, and rightly so. How you treat your customer determines whether or

not he/she will be back. People skills. My career perspective has evolved and so, therefore, has my involvement with people. Now, dealing with people comprises a substantial portion of my time. And you know what? I like it.

So what prompted this introspection? It's a hot Monday morning, the air conditioning isn't working so well, my priority list runneth over, sleep was somewhat lacking this weekend, well, you catch my drift. It was going to be a long week.

Enter George (not his real name). He's something of a character here at HSR and has a refreshing, though sometimes startling outlook on life. Although our conversation lasted less than two minutes, I was chortling by the time he left. Suddenly, that priority list seems more manageable, it's getting cooler in here, and the fuzz is gone from my brain. Thanks George. I needed that. My perspective is back. People ARE why we're here.

IN MEMORIAM

COWPER, Roland Hyslop passed away on Sunday, May 13, 1990. Roland retired from CCL in 1967 after 41 years of service.

DICKENSON, Pearl recently passed away in her 70th year. Pearl was the wife of retired CCL operator, Roy Dickenson.

HEUCHAN, Iver A. passed away on Wednesday, April 4, 1990. Iver retired from the HSR in 1968.

LLEWELLYN, S. CARMEN passed away on Tuesday, May 22, 1990. Carmen retired from HSR maintenance, December 31, 1968.

TOWART, James Brown, passed away on Saturday, June 9, 1990 in his 88th year. James retired from HSR maintenance on September 30, 1979.

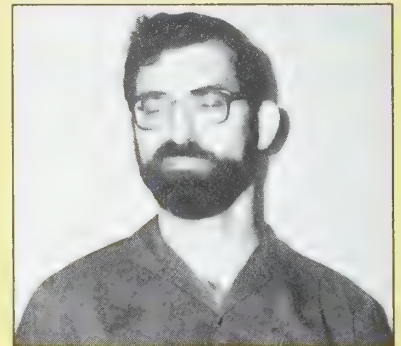
Mystery photo



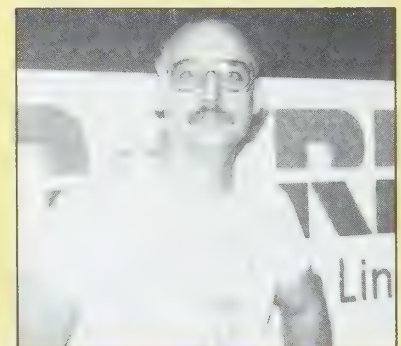
**Can you identify
the above photo?**

Call in your answer to Rosanna at ext. 253. If you're right, you'll be entered in our Bus Beat T-Shirt draw. Contest closes August 31.

MYSTERY PHOTO WINNER:



Gary Fleming, HSR Auto Mechanic since 1971, won the Bus Beat T-Shirt this month for identifying the 'May Mystery Photo' as...



...Don Gale

Don is a Fuel Injector Mechanic and has been with HSR/CCL since 1971. Don devotes much of his spare time to the Boy Scouts and still finds time to run in several Ontario marathons.

URBAN/MUNICIPAL

CA3 ON HWL 60
B 71
1990

Published by and for the employees of the Hamilton Street Railway • Oct./Nov. 1990 • Volume 5

BEAT

GOVERNMENT DOCUMENTS

On Systems

- page 5 -



HSR Launches New "Easier Access" Program

More than 100 people, including employees, politicians, and local seniors, gathered in the WSTC garage on Friday November 2 for the official launch of HSR's "Easier Access" program.

Designed to make public transit more accessible to riders with special needs, the program's most visible component is the "kneeling" buses which allow easier passenger boarding. HSR has 15 at the moment, with 15 more due next spring. As part of the program, the buses will all be used on the King route.

M.C. Bob Wade, TSC Chairman, introduced the guest speakers: Minister of Transportation Ed Philip (looking dapper in his HSR tie!), Regional Chairman Reg Whynott, and Regional Councillor Geraldine Copps.

Following the ribbon-cutting, trainer John Caldwell demonstrated the "kneeling" feature of an Easier Access bus. The guests were most impressed and quickly formed a line-up to board the bus and check out the other special features.

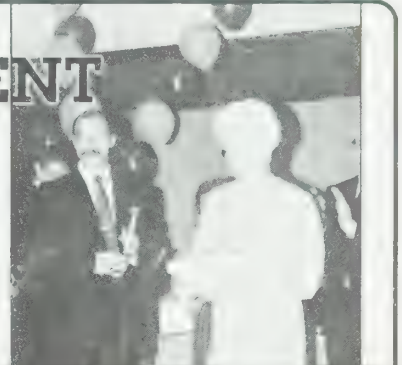
1990 RETIREMENT BANQUET

HSR/CCL's 1990 Annual Retirement Banquet was held at the Royal Canadian Legion, Branch #163 on Saturday, September 29. Over 250 retirees and employees showed up in honour of the retirees of 1989/90.

This was the third consecutive year that HSR's Sports & Rec. Committee, with the support of the company, has organized the Banquet. Of the 22 honoured retirees, 11 were in attendance to receive their awards.

The event was well attended by an impressive mix of employees from every area of the company. M.C. Alistair Hamilton was in top form and kept things rolling along nicely. The flowing champagne was a perfect accompaniment to the delicious dinner, and the great music had everyone dancing non-stop. All in all, it was a wonderful evening.

Photos (from top): Tony Tollis, retiree Vera Scarfe, and Dale Turvey; John Clvello and fiancée Joanne Vieira; Al and Margaret Black. Below (from left): Honoured retirees Dirk VanHuis, Ort Gumbert, Don Telfer, Jerry Dmyterko, Fred Fama, Ron Walker, Klaas Klad and Lloyd Scott. In front: are Vera Scarfe, Wanda Kocsis, and Jean Harrison.



HSR Bus Shelters Get the Once Over

Since 1984 the Assessment, Training and Placement Services of the Hamilton Association for Community Living has been keeping HSR bus shelters clean. This cooperative program has proven beneficial to all concerned, especially the crew members.

The cleaning crew usually consists of three or four developmentally disabled individuals and one HACL instructor who is responsible for on-site supervision. The instructor ensures that work is carried out in a competent, safe



The Assessment, Training and Placement Centre (a division of the Hamilton Association for Community Living) offers a valuable learning program for developmentally disabled adults. Crew members, from left: Bruce Innis, Mark Henderson, Bill Visheau, Joe Szarko and Jamie Scott.

and efficient manner. The work experience helps crew members to develop important vocational and social skills which, in turn, build confidence and prove beneficial in future job placements.

HACL Supervisor, Janet Monahan says, "the HSR contract represents a valuable work experience for our consumers as in

many instances this is their first non-sheltered work placement. This has translated into approximately 45 jobs within the community."

TO YOUR HEALTH

Mary Beth Beasley
Employee Health
Centre



So you say you'd like to be physically fit but don't know how to start or what to do?

Well, are you in luck!

The Employee Health Centre is pleased to announce that you can now have a Fitness Profile done at the WSTC gym, and it won't cost you a cent. Athletic Therapist Ron Fuller will be available, by appointment through the EHC, to assess your current level of fitness (muscular, cardiovascular, flexibility) and help you design a personalized fitness/lifestyle program.

Most of us don't want to be marathon runners or body-builders. However, we do want to feel well enough to get through the work day and still have enough energy left to enjoy our leisure time, or to run for that bus (come now, you should know the schedule!) without gasping for air, or to play a game of pick-up baseball without limping for days afterwards. The Fitness Profile can help by letting you define and meet your own fitness needs.

You say you've been meaning to check out that gym at work? You noticed others in there, had a twinge of admiration, but felt too embarrassed to go in? Didn't know what to do? Wondered if you're even fit enough to start on a program?

This is the best chance you'll ever have to get started. No expense, no pressure, no more excuses. **GO FOR IT!**

Contact your EHC for more information.

BUS BEAT REPS



CAROLE/426



JUDY/219



GORD/231



RABIN/278



Shella/351



ROSANNA/224



STEVE/384



DOUG/267



CHRIS/322



RICK/284



EDY/251



NANCY/241



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Hamilton Street Railway
330 Wentworth Street North
Hamilton, Ontario L8L 5W2
528-4200

If you have ideas, suggestions,
or comments please contact
one of the Bus Beat Reps
pictured above, or call
Christine Bishop, Editor
ext: 420

Contribution deadline for the
next issue is November 30, 1990.

Rookie to Rookie Tips, Tricks and Traps

By operator Joseph Gaudet

Being conscientious and lazy is a definite curse. Consequently I expend a lot of energy devising various schemes to make my life easier. Since becoming an HSR operator I've come up with a few I thought worth sharing.

First off I could never find my place on the paddles. I came upon a partial solution when I discovered a roll of restickable, transparent yellow tape at Grand & Toy in Jackson Square. A strip of it highlights my current trip and at each end-of-the-line I move it down making it easy to find my time check at a glance.

The paddle itself is a problem because it's so flimsy and flops around no matter where you stick it. To keep it firm I squeeze-clipped the cardboard backing from a trip report pad behind it. However, there remained the ever-vexing problem

of exactly where to stick it. I've found it everywhere: on the visor (you'll need an elastic), wedged into various openings on the dash, jammed under FRED's overlip or, for those who have a better memory for numbers than I, in that tiny and oh so useful holdall box.

For me the most logical place for the paddle is near the transfer clip as it's just about the only piece of equipment that's almost the same on every bus. I tried jamming the cardboard between the transfer clip and its wooden backing but it still wasn't rigid enough.

I finally solved the problem with a little homework. A thin strip of sheet metal (3"x7") wedged upright behind the clip and bent slightly toward you holds the paddle conveniently out of the glare just above the transfers and next to the AVLIC.

This was all very useful for spare board work but for relief runs I needed something a little less cumbersome, but I'll deal with that in BUSBEAT's next issue. In the meantime, send in your own Tips, Tricks or Traps to share with the rest of us.

SURVEY SAYS...

Many thanks to all of you who contributed to the Bus Beat Survey conducted this summer. We were very impressed with your opinions and suggestions.

Of those surveyed, 98% read Bus Beat all of the time and 63% rated the newsletter as very good.

The three top rated features were: Retirees, Applause and Welcome Aboard. There were many requests to keep Preserving Our Heritage as a regular feature. An overwhelming number of you suggested an "On the Job" column as well as a "Did you Know" feature - Look for these in the next issue.

If you would like a detailed breakdown of the survey, contact Cindy Day, (419) Marketing and Customer Services.

ON THE DEFENSIVE



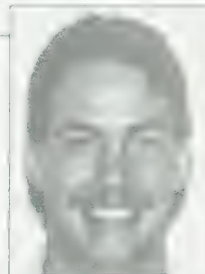
HSR's Safety & Training Department recently conducted a "Defensive Driving" course for employees and their families. Trainer John Caldwell conducted the two-night course at MRTC and all 16 students graduated with honours!

WELCOME ABOARD

To the following new employees:



John Glasgow
HSR operator



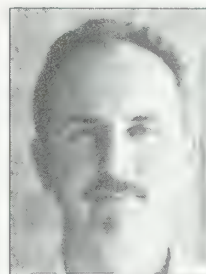
Harvey Hughes
HSR operator



Barbara Pierce
Sup., Accounting



Fraser Nish
HSR operator



Mel Rehner
HSR Operator



Michael Trink
Transit Tech. III



Helen Groeneveld
Acc. Clerk I



Jozef Szwed
Elec. Technician



Bill O'Brien
Director,
Transportation
Services

ENVIRONMENT *friendly*

DEAD CABBAGES ARE HEAVY

By Kathryn McIntyre

- Do you begrudge the time, work, and cost involved in maintaining your lawn and garden?
- Do you painstakingly rake your grass clippings and leaves and stuff them into plastic garbage bags?
- Do you take trips to the garden centre or hardware store for weed'n'feed chemicals and fertilizers?

If you answered "yes" to any or all of the above questions, it's time you considered home composting. It is the best and cheapest way to condition and fertilize your garden. Perhaps more importantly, you will be contributing to the efforts of recycling by reducing the amount and weight (dead cabbages are heavy) of the weekly garbage.

No. Compost does not attract bugs or garden pests nor is there an odour if you do it right. And yes, composting does save money.

There are designer compost containers available but making your own with chicken wire wrapped around four squarely-placed posts will do just fine. An unused garbage can, with large holes punched in the bottom and sides, will also do the job.

To start the compost pile, find a sunny but inconspicuous part of your garden. In the colder months, the sun maintains heat in the pile which speeds up the composting process.

The compost pile will take anything you cut, weed, or rake from your garden. Grass clippings should really be left on the lawn but, if you have to bag, limit the grass to three inches at a time in the compost. Leftover bags can be sealed and added during the winter months. In the fall, add all annuals that you planted in the spring. Leaves can also be added in layers but shred them with the

lawnmower first. In fact, anything that comes from the garden can go back to it.

All kitchen vegetable wastes as well as coffee grounds, tea bags and egg shells go into the compost. Water from cooked vegetables is great, but only if butter and oil have not been added.

Do not, and this is important, add meat or dairy products. This will attract nasty pests and certainly cause odours.

To activate, simply add a shovel or two of your own garden soil. The only maintenance required is an occasional turning over and watering.

Start your compost now, and by the time spring arrives you will have a dark nutrient-filled soil ready for use.

Thinking Green...

The "Once a Week by Bus" pledge announced in our last issue by two *Environment Friendly* planning and scheduling technologists has proven successful. Not only are these two environmentalists - who wish to remain nameless - saving cash, but they're also playing an important part in the world-wide struggle for cleaner air.

Informed sources report that two other M&CS staffers are car pooling, saving \$\$\$ and reducing exhaust emissions. Another employee will be "mothballing" his mean street machine for the winter and riding to work with a friend.

What are you doing?

Please call or write Marketing & Customer Services and let us know what sort of *Environment Friendly* activities you and your colleagues are involved in.

HSR URGES COMMUTERS TO CHOOSE PUBLIC TRANSIT

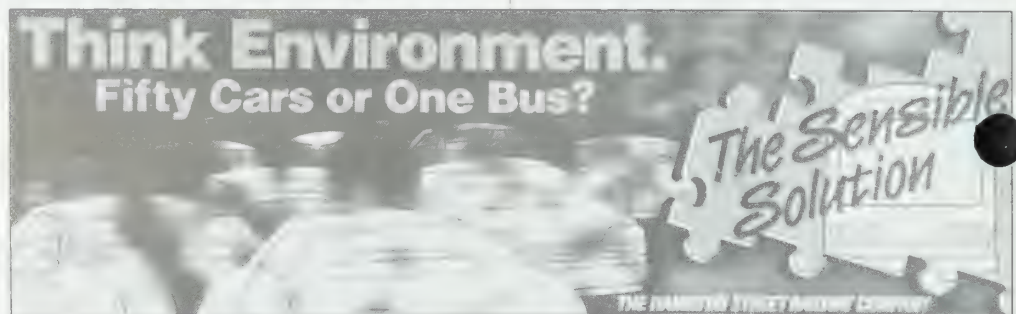
By now, you've probably noticed our eye-catching bus-board advertisements promoting the environmental and economical benefits of public transit.

The ads are installed on 42 buses and, for an eight week period, passengers, pedestrians, and motorists throughout the city will be reminded of the "The Sensible Solution."

Our advertisements have attracted a fair amount of media attention, particularly from The Hamilton Journal. In addition to running a photograph of the ad below, the Journal interviewed Bill O'Brien,

Director of Transportation Services. Mr. O'Brien explained that the HSR is, "trying to push home the two Es that everyone seems to be concerned about - the environment and the economy." He also added that, "if people begin to understand how taking the bus can not only help the world around them but their own pocketbook as well, we (HSR) think we'll attract more riders."

We're confident that this advertising campaign is just the first step in helping people understand the vital role that public transit has to play in the preservation of our environment.



CLOSE UP

HSR/CCL SYSTEMS DEPARTMENT

Around HSR/CCL they are known simply as Systems. Their official title, however, is the "Process Control Division of the Information Systems Department." An impressive title for a group of people with an impressive responsibility; that of providing computer support services to HSR/CCL as well as all Regional and City departments.

Manager
Peter MacNeil

Oversees the activities of the Process Control division of the department and coordinates activities with other divisions of Information Systems.

Systems Analyst
Gord Heidman
Programmer Analysts
Kevin Smith and Janet Tebbutt
Programmers
Mark Marangoni and Carol Wildeman

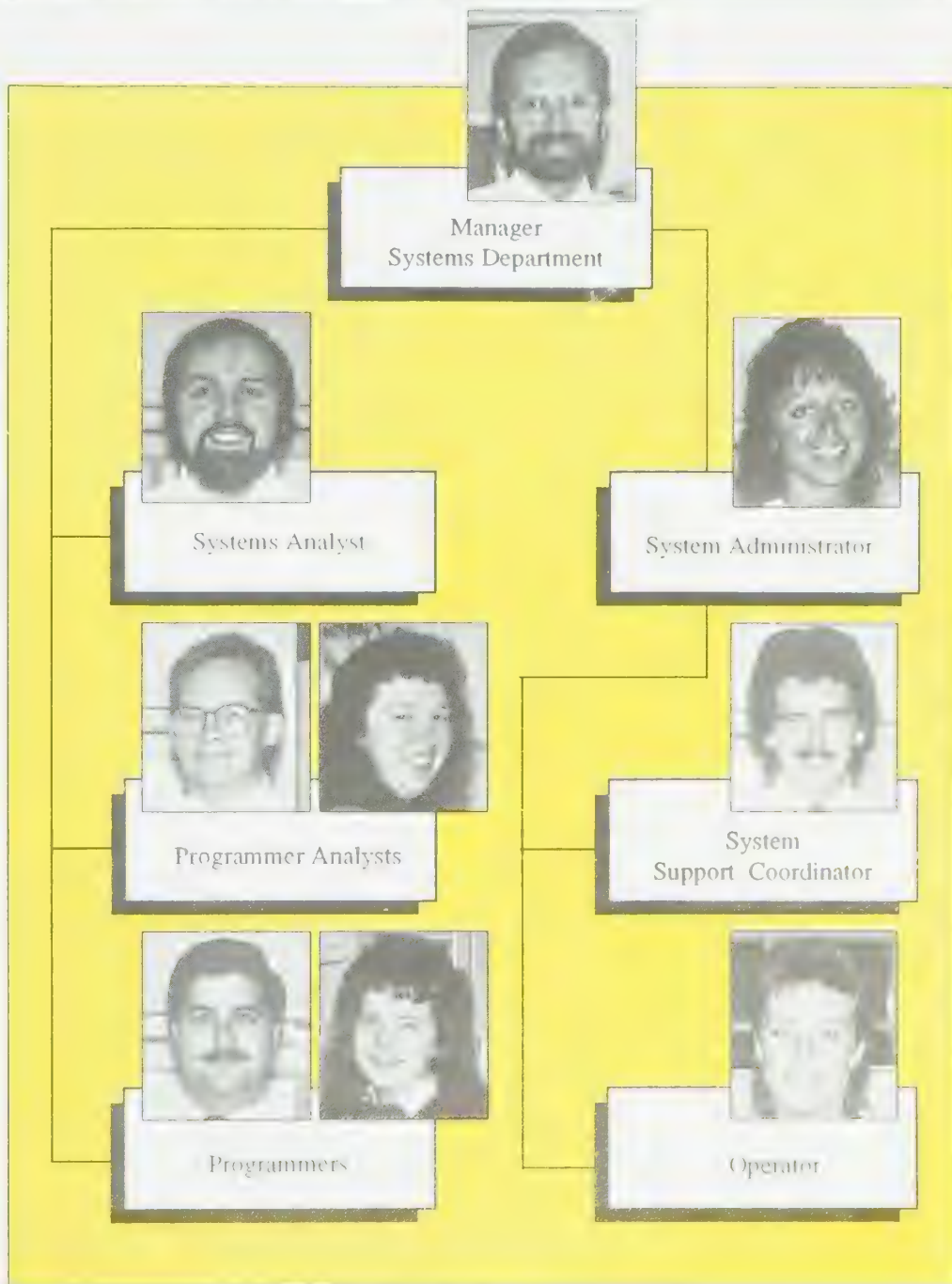
Design, develop, install and maintain computer software (programs) to fulfill the requirements of computer users in HSR/CCL and other Regional Departments.

System Administrator
Chris Cowperthwaite
System Support Coordinator
Jamie Dunlop

Manage and maintain the computer system, network, communications equipment, terminals and printers to ensure that they perform at their optimum level and are available for use when needed.

Operator
Bori Trepanier

Backup all computer data to magnetic tape and manage the tape library.



Many HSR/CCL retirees attended the 1st Annual Pensioners Association Picnic at Hidden Valley Park on Friday, July 27. Transportation was provided by the company and recent retiree, Max Peddle was the official driver.

APPLAUSE... Our People Please

The commendation letters we receive offer a small indication of what our customers are saying about us. As you read through the following excerpts, consider the many other employees who perform their duties with the same determined professionalism.

“ - We thought that his (**Ken Goobie**) kindness and consideration shown to his passengers should be known to management.
Frank & Margaret Gardiner

- Thank you (**Shane Gaudet**) for arranging the tour and providing such a positive experience for our senior kindergarten children, parents and teachers.
Jane Evans, Vice-Principal

- That's what I call dedication, kindness and honesty. What a fine employee (**Wayne Fraser**) to have working for you.
Marjorie Tibert

- My driver that day was absolutely fantastic! His (**Fred Hunt, CCL**) good nature is a marvellous asset to the company.
Betty Formanek

- The driver (**Don Vincent, CCL**) did all he could to help. We will never forget his concern for us.
Frank Makins

- I was impressed with the extra attention you (**William Carter**) gave the vision impaired customer this morning. You got my day off to a good start.
Paul White

- I was very impressed with her operating skills and the care and concern shown to the passengers. The driver (**Diedre Osborne**) demonstrated a high quality of professionalism.
P.S. Todd

- Your driver (**Brian Owens, CCL**) was the most accommodating and well informed driver we have ever encountered.
Mr. & Mrs. F. Weikel
California

The four days we spent in his (**John Mahoney, CCL**) company were as good any tour offered in the U.K. and Europe.
Jean & Bill Medland

- I received a phone call from an HSR customer who expressed his appreciation for the patience and courtesy of our drivers on the Westdale routes, particularly to the seniors. Please let the drivers know.

Reg Whynott, Regional Chairman

- We asked for your assistance in our search for an elderly man who suffers from memory loss. Your employees (**Doug Ward & Michael Raleigh**) located the man and stayed with him until we could arrive. Please extend our thanks to your people.

Inspector Tom Cairns,
Hamilton-Wentworth Regional Police

- Thank you for all of the improved bus routes scheduled for the Paramount area and to all the bus drivers for the long hours they put in each day, especially during holidays.

The Casciano Family

Other Employee Commendations:

Bonnie Penfold, Gerry Roach, Dave Skilleter, Alistair Hamilton, John Morrow, Tom Walker, Raj Brech, Leo LeBlanc, Ron Goobie, Steven Medway, Dawn Devine, Les Sigsworth, Clarence Caron, Jim Hunter, Melvin Ward, Wendy Ariens, Bob Davies & Doug Ross.

Special note:

Dear Friends:

Mere words cannot express our heartfelt thanks to all of you for your kindness, thoughtfulness and generosity during our family's difficult time - it has meant a great deal to us.

A special "hello" and "thankyou" from our daughter Jennifer.

May God bless and keep you and your families.

John Gosgnach and family.

CONGRATS

EMPLOYEES PARTICIPATE IN FIGHT AGAINST CANCER

On Sunday, September 16, HSR's enthusiastic Corporate Challenge Team (see photo below) breezed through the 10km course in the 10th Annual Terry Fox Run for cancer research.



From left: Shane Gaudet, Doug Rieger, Emily and Andy Mc Laughlin, Cindy and Andrew Day and (in front) Richard Welchelt.

Of the \$2.67 million raised throughout Ontario in 1989, \$579,000 is being spent right here in Hamilton.

The generous pledges of HSR staff, their families, and friends helped our Corporate Challenge Team raise over \$700 this year. To all those who participated, a big thank you!

ANNOUNCEMENTS

Rick Rinaldo and Samantha are proud to announce the birth of their son Zachery.

Pat Peart and Dave are proud to announce the birth of their daughter, Meagan Jennifer.

SAFETY QUIZ CONTEST

On June 22, John Johnston, Commissioner of Human Resources, presented Safety Quiz winners Don Jervis, Rich Chesal and John Amama with a \$50 gift certificate from Hamilton Place/Cop Coliseum.

SPORTS UPDATE

This year, HSR Yuk Yuks Slo Pitch Team marked its sixth and most

Successful season in the Civic Employees Slo Pitch League. Finishing second in a 17-team league, the team advanced through to the championship tournament before losing in the finals to the Public Works Team. Congratulations to team winners John Ford (MVP) and Bill (Paris) Haggar (MSP) for their well deserved awards.

Many thanks to the team sponsors - HSR Sports & Rec. and Hamilton Yuk Yuks - as well as the many fellow employees and friends who attended our games.

Team NGV Slo Pitch has no complaints with the results of its first year out. Although they finished 14th out of 17 teams, they did make it to the Consolation Championship round before losing out.

Thanks to team sponsors HSR, Union Gas and Omni Fuels, as well as to all the fans who offered support throughout the season. Congratulations to Dave DeSantis on winning MVP and Kevin Nicol on winning MSP.



HSR-NGV Slo-Pitch team members, back row from left: Dave Shepherd, Jamie Dunlop, Lyle Ralph, Enzo Lavia, Dave Desantis, Dave Merritt, Gary Goodwin, Bill Lupkoski. Front row from left: Kevin Nicol, Nick Pellegrino, Bruce Hammell.

The Shocking Pinks flabbergasted the one-time-defeated Green Slimes on August 28th with a score of 21-11 in the Bimbo/Bimbette Baseball League.

The Welland Transit Slow Pitch Baseball Tournament was held on July 28 and 29. Our HSR team took second place on the Saturday winning two out of three games. They lost their standing on Sunday, however, and ended up losing the consolation round. Of the 13 competing

transit teams, Windsor Transit was the overall winner.



HSR's Slo-Pitch Team. From back row left: Alistair Hamilton, Chris Campbell, Don Pearcey, Bill Hagger, Dan Arnott, Robin McLean, Mark Kazulak, Steve Ames, John Ford, Carol Ames, Chris Cowperthwaite, Rob Barr, Rick Toni, Jim Dahms, Jodine Hunter, Rosanna Melatti, Bonnie McLean, Linda Owsianicki, Kim Hunter and Kathy Barr.

HSR/CCL PICNIC

The weather refused to cooperate this year for our 1990 Picnic. After two major attempts, the Sports & Rec. Committee finally got together with 900 hot dogs and buns and held a BBQ at both garages on August 20. The bulk of leftover food was delivered to the Good Shepherd Hostel. A special note of thanks to Steve Walsh and Christine Fruck for helping out.

UNITED WAY WINNERS

The "one day off with pay" prize went to operator Michael Pocock; \$50 cash from Local 107 went to Christine Cowperthwaite from Systems and \$50 cash from Local 1585 was won by CCL Receptionist Jane Petrie. Special thanks to Ray and Joan Smith, the cafeteria staff, and everyone else who participated



in the Octoberfest Luncheon. The "sausage and sauerkraut" event raised an additional \$80 for the United Way.

RETIREES...



Dirk Van Huis
HSR Operator
April '64 - Oct. '90



Donald Telfer
CCL Supervisor
June '50 - Sept. '90

Michael Miles Chanady,
HSR Operator from June '52 - Oct '90,
was unavailable for photo.

The Annual
Pensioners Association
Christmas Party
will be held on
December 20, 1990 at
Local 107 Union Hall
Be There!

IN MEMORIAM

DICKENSON, Roy, Monday, August 27, 1990. Roy was a CCL operator who retired October 11, 1984.

KNIGHT, Clifford, Wednesday, April 4, 1990. Clifford retired from the HSR in 1979.

NEAR, Ernest, Sunday, August 12, 1990. Ernest retired from HSR maintenance, December 31, 1972.

RICCI, Peter Walter, Thursday, September 20, 1990 in his 53rd year. Peter was an HSR Inspector who joined us in 1972.

ROSEN, Nathan, Friday, August 24, 1990. Nathan retired as an HSR operator in 1979.

Just the VAX Ma'am



By Gord Heidman

T•R•A•N•S•P•O•R•T. Even the word, sitting here on the page, conjures up visions of classrooms, books, teachers, and studying. If it also conjures up boredom, idle time, and frustration, I'm here to try to change that.

Your loyal Systems department has just completed its second annual Users Survey. That's where you tell us how great a job we're doing so we can convince the boss how much we deserve a raise! Just kidding!

Actually, it's a chance for us to find out what's really on your collective minds. This year you told us in no uncertain terms, that you want and need more computer training. GREAT! We'd love to! We've scheduled a bunch of courses for this fall and winter on most of the topics you've requested. For those of you who connect training with boredom, fret not. All of our courses are conducted by someone you know who is an expert in using the computer tool being taught. And no, it's not me. We have hand-picked folks from various departments within HSR to do the training. (I teach one course on computer fundamentals - I know that much!)

All courses are less than six hours long, some as short as 90 minutes. What can you learn in 90 minutes? A lot. Basics in using MAIL and EDT, for starters. Three hours will introduce you to ten or so computer commands that will help you do your job better, faster, more efficiently, and with a better understanding of the computer tools. We have four different courses on using spreadsheets (S20 / S21), each aimed at a particular experience level or interest.

Are we the only department offering training? Nope. Are we the best trainers? Probably not. Can you get the same training elsewhere? Sure. Mohawk and McMaster have lots of great courses on computers as well as management, engineering, scheduling, etc., but can you beat our prices? No way, Jose! The courses are FREE! Give us a call. We'll be happy to "sign you up."

Isn't it worth taking a few hours out of your busy week so you can learn how to be less busy?

INSURANCE KNOW-HOW

by Doug Wyseman
Manager, Safety
Service & Adjusters



Over the past 12 months, thanks to our operators, collisions caused by the HSR have dropped by an incredible 45%!!! A figure well worth tooting our horns about. As far as "other" drivers running into our vehicles, either their driving skills have improved or our alert operators have improved their dodging skills. Whatever the reason, there was a 17% decrease in the number of "hits" to HSR vehicles.

An area of concern however, is that passenger injuries have increased by 33%, a high percentage of which were caused as customers disembarked. Although most of these accidents are not the fault of the operator, extra caution would go a long way in reducing these occurrences.

The Liberal government brought in No-Fault insurance in June. They left in September. Although No-Fault helps us reduce our number of claims, it has nothing to do with the improvement we've shown in the collision statistics reported above. Perhaps with the new government of Bob Rae, we will soon have a system that will include a modified version of No-Fault.

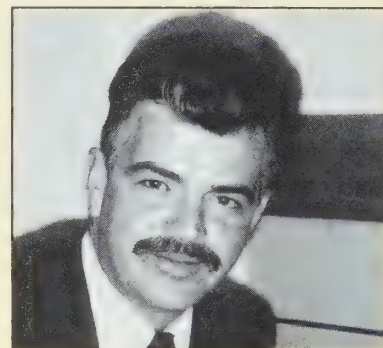
Mystery photo



Can you identify
the above photo?

If so, call Rosanna at ext. 224.
All correct answers will be entered
in our Bus Beat T-Shirt draw.
Contest closes November 30.

MYSTERY PHOTO WINNER:



Doug Lafferty
an HSR operator since 1986
won the Bus Beat T-Shirt this
month for identifying the
'July Mystery Photo' as...



...**Marnie Catterson**
Marnie signed up as an HSR
operator in 1988.
This year Marnie was co-captain
of HSR's baseball team
"The Yellow Bananas."

1990 BUS BEAT

Published by and for the employees of the Hamilton Street Railway • December, 1990 • Volume 6

URBAN MUNICIPAL



Here Comes Santa

It's that marvelous time of year again and there's no better way to start it off than the Santa Claus Parade.

HSR's entry of the Christmas Bus has become somewhat of a tradition and on Saturday, November 17 employees Monica Baumann, Brenda McCaskie, volunteer Joanne Vieira, Rosanna Melatti, Claude Belanger, Bob Handley and/or 'Buskin' (what a charmer!), did a smashing job upholding the annual event and delighting the many spectators. According to HSR coordinator, Shane Gaudet, "it was the best yet."



Many employees and their children rode the HSR Christmas Bus in Hamilton's best ever, Santa Claus Parade. This is the fifth consecutive year HSR has participated.



EMPLOYEE CHRISTMAS PARTY

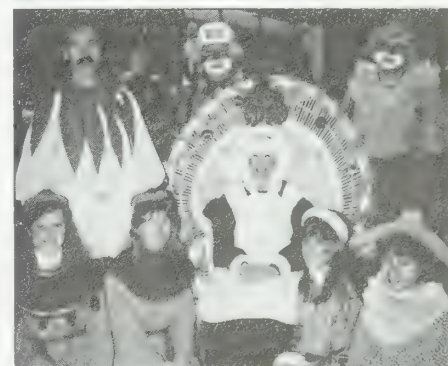
Sports and Rec's grand finale for 1990 was HSR/CCL's Annual Employee Christmas Party. Over 450 children and their Mom's and Dad's will vouch for its great success. It was held this year on Sunday, December 2 at the #163 Legion Hall.

Of course Santa was the guest of honour and he was absolutely wonderful. 'Buskin' befriended him immediately and the two were a big hit with the kids. Many thanks to Bob Handley and Gary Peters for donating their time and energy.

Santa won't forget the members of the Sports & Rec Committee this Christmas. Their dedication and performance throughout the year has been outstanding.

Sports & Rec Committee members are: John Civello, Linda Owsianicki, Alistair Hamilton, Steve Walsh, Rick Toni, Bob Pahl, Karen Miksa, Carol Ames, Al Berry and Jim Dahms.

In group photo are: Rick, John, Karen, Kim, Carol, Linda, Rosanna and Sue. Sporting the seasonal red bowties are Peggy Mellor's sons, Stewart & Stephan.



SEASON'S GREETINGS

**FROM THE EMPLOYEE
HEALTH CENTRE**
Mary Beth Beasley, EHC

It is hard not to get caught up in the stressful holiday hustle/ bustle atmosphere and it's no secret that stress is not healthy for your heart. My last message to you in 1990 offers Heart Smart ideas for enjoying this time of year.

One of the great contributors to holiday anxiety is a feeling that there is not enough time to complete all the necessary preparations. Try writing a daily list to help keep you focused on the important tasks to be completed. Realizing the accomplishments that you've achieved as you cross items off the list is sooo good!!

How about a mini vacation? Take 15 minutes out of your day to do nothing but daydream or practice deep-breathing. It doesn't sound like much but you'd be amazed how relaxing and restorative it can be. Remember though, you have to do it alone and in a quiet environment.

Lastly, try not to overindulge in food or drink. Caffeine, nicotine, alcohol and tranquilizers tend to create more stress than they cure. Here's a recipe, developed by Weight Watchers that might help you in your attempts at moderation.

Iced Orange Punch (8 servings)

Ice Mold: Club Soda, 1 sliced Lemon, and 1 sliced lime. To prepare, pour enough club soda into a 10 or 12 cup ring mould; add lemon & lime, arranging them in an alternating pattern. Cover mould & carefully transfer to freezer until solid.

Punch: combine 1 quart each chilled unsweetened orange juice, club soda & diet ginger ale. To prepare, combine liquids in large punch bowl-remove ice mold from ring & float in punch. 56 calories per serving; 0.1g fat, 35mg sodium; 0mg cholesterol.



Operation Santa Claus

For the past 32 years, ever since he was 15, Jimmy Lomax has been Santa Claus to thousands of people in the Hamilton-Wentworth Region. He visits hundreds of hospitalized children, residents of nursing homes and special care homes, refering to all of them as "Jimmy's kids", ranging in age from one to 101.

Because of the recession, Jimmy is depending on the generosity of the public and smaller businesses to help with this year's shortfall.

Many, many thanks to the HSR/CCL employees who have generously contributed to the Jimmy Lomax boxes; also to the Sports and Rec Committee who donated a box full of toys and candies that were left over from the Employee Christmas party.



Share the Warmth Campaign

As part of CKOC's Share the Warmth Campaign, over 5,000 needy people will have a warm coat to wear this winter.

If you have a winter coat you no longer use, please give them to Peggy Mellor in Human Resources who will gladly take them to one of the region's participating drycleaners (Cameo, Pioneer, Parker's Professional, or Family Drycleaners). They will repair, clean and distribute the coats to the Salvation Army.

*Wishing all of you peace and happiness this
Holiday Season and much success
in the year ahead.*

BUS BEAT REPS



CHRISTINE/420



GORD/231



JUDY/219



ROSANNA/224



CAROLE/426



RABIN/276



Shella/351



STEVE/384



DOUG/267



CHRIS/322



RICK/284



EDY/251



NANCY/241

Bus Beat is produced by the Marketing and Customer Services Division of the Hamilton Street Railway 330 Wentworth Street North Hamilton, Ontario L8L 5W2 528-4200

Special thanks for all your contributions in 1990!



EMPLOYEE PROFILE

Philip Morris was born in Worthing, Sussex, England in 1934. After moving to Canada in 1948, he attended Dundas Secondary School until the age of 16 when he began working at Pratt and Whitney as a machinist. It was in February, 1959 when Philip found employment as a bus driver with the Hamilton Street Railway.

Philip is still out there on the road and is just as dedicated and positive about his job as he was 32 years ago.

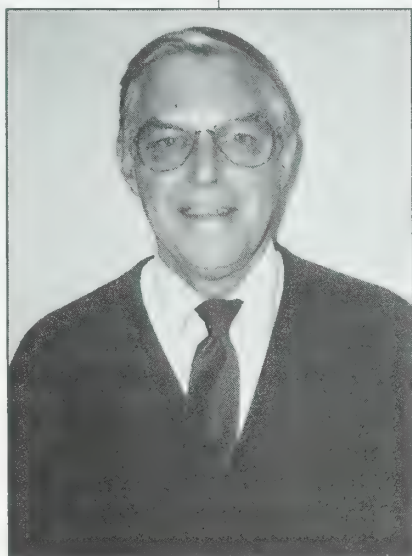
There have been many stories worth writing home about throughout those years, but the most memorable to Philip was the episode of the wedding cake.

"I was driving one of the small Ford buses," recalled Philip, "and the back doors on those old vehicles had a tendency to close every once in a while without letting you know about it." Apparently there was this lady who was protectively holding a very large, and elaborately decorated wedding cake. She was carefully (or so she thought) exiting the bus by the back doors...

"To make a long story short," says Philip, "the company bought the lady a new cake."

Philip is presently driving the early morning pick-up and the Locke Street Route which he has been driving for the last six years. He begins his day at 2:30a.m. and heads for home about 12:40p.m.

He holds a 28 year safety award which he contributes to "a lot of luck and," he says modestly, "I suppose skill has something to do with it too - I'd say about half and half. You've just got to be careful, watching in all directions."



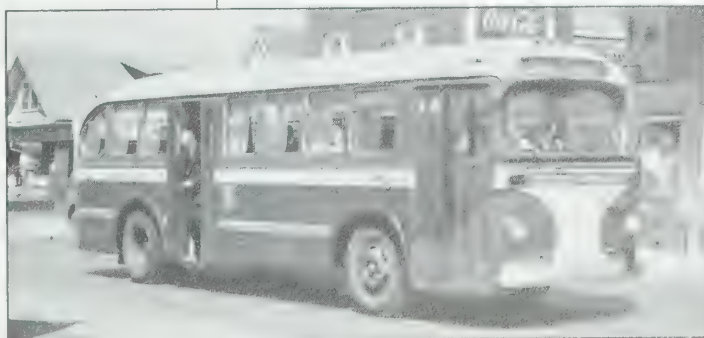
Philip Morris, Operator 51

The best part of the job according to Philip, is meeting the people. "There's so much to experience out there driving every day, five days a week, eight hours a day."

The traffic, as far as Philip is concerned, is the worst, most hectic part of driving a bus. "It's getting worse," says Philip, "and heavier. People are always in a hurry. I think this is where the luck comes in - trying to avoid those people and accidents."

When Philip retires in 4 or 5 years, he says he will miss the people and probably miss putting in a full days work.

"I've no regrets," says Philip. "Not a bit. I wouldn't change anything. It was a good job 32 years ago and still is. "No, I wouldn't change a thing."



One of the Brill buses Philip drove back in the late '50's.

IN MEMORIAM

THOMPSON, James Leslie
Thursday, November 15, 1990.
James was employed as a CCL operator from 1947 to 1965.

RETIREES...



John Kronemeyer
HSR Inspector
Oct. '75 - Dec. '90

Our Apologies...

to Simon Voskamp and Dirk Van Huis. In our last issue of Bus Beat we incorrectly identifying Simon as Dirk.



Simon Voskamp
HSR Operator
Aug. '53 - June '90

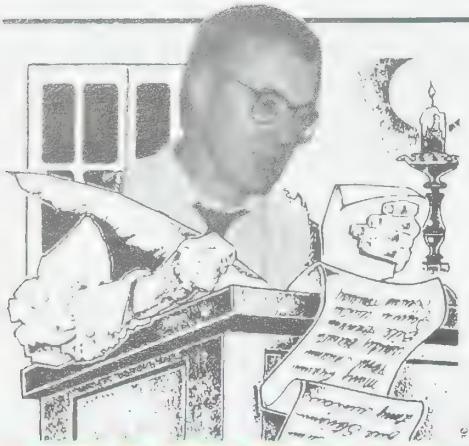


Dirk Van Huis
HSR Operator
April '64 - Oct. '90

and also to...

retirees Ben Lundy and Jerry Dmyterko. The cover photo of the Oct/Nov. issue incorrectly identified Ben in the photo (see below - centre, left) as Jerry.





COMMISSIONERS MESSAGE

The past 12 months seem to have flown by quickly. The opening of the new Wentworth Street Transit Centre in January, the introduction of our new uniforms and the launch of the Easier Access demonstration project last month, have been the major milestones of 1990.

Despite the economic slowdown and the significant increases in fuel costs, it

appears we have been successful in maintaining service levels while staying within our budget mandate. This accomplishment is a tribute to everyone within the organization.

Next year promises to offer a number of challenges for HSR and CCL. Budget restraints will require an increased effort to continue to provide a safe, clean, and reliable transit service which meets the needs of the community. I am confident we will be equal to the task, and 1991 will prove to be yet another, successful year.

On behalf of my family and I, I extend to you our warmest Season's Greetings and best wishes for a happy and prosperous New Year.

L.D. Turvey

L.D. Turvey
Commissioner of Transportation

HSR TO EVALUATE ALTERNATIVE VEHICLE TECHNOLOGY

A comprehensive study to evaluate alternative vehicle technology for the HSR bus fleet has commenced.

"It is crucial," said Bob Wade, Chairman of the Regional Transportation Services Committee, "that we conduct a broad review of alternative fuel technologies to determine the options available to the HSR to develop its public transit system over the next two decades."

HSR has established a six-member Technical Steering Committee, comprising two members from the Ministry of Transportation, three from HSR and a citizen representative to oversee and evaluate the findings of the study.

Environmental factors (air and noise pollution and visual intrusion), cost and availability of fuel, and economic ramifications will be key considerations in evaluating each fuel alternative. Clean (emission-controlled) diesel, electric trolleys and compressed natural gas are among the alternative fuel options being considered.

The Committee has developed a study design which will include public consultation and has hired Cole, Sherman & Associates to conduct the study with the help of a range of top-notch public transit consultants from across the province.

CCL MOVES IN

Monday, November 19, marked the official arrival of CCL to our Wentworth Street garage. It seems everyone was so busy unpacking and hooking up phone lines, and just basically going nuts, that there wasn't much in the way of a welcoming committee.

CCL moved into the Purchasing area, Purchasing moved upstairs into the Human Resources area, HR shifted sideways into Accounting and all those in Payroll and Accounting can now be found conveniently centralized amidst everything. Congratulations to everyone involved for making such a smooth move.

Welcome to Wentworth Street CCL! It's great to have you all here.

Free Trip Offered to Disabled

Canada Coach Lines offered a free round trip on our special lift-equipped intercity coaches from November 11 to the 17th. Passengers with a mobility impairment could travel between any two locations on the CCL route between Kitchener, Cambridge, Hamilton, St. Catharines and Niagara Falls. Their companion's rode free as well.

Service Transferred to McCoy Coach Lines

Although CCL has provided interurban bus services to the city of Brantford for a number of years, passenger revenues have continued to decline while operating costs have increased. As a result, CCL has discontinued its services between Brantford and Hamilton in an effort to minimize losses.

Effective October 26/90, this service was transferred to McCoy Coach Lines Ltd., with a major consideration that this carrier commit to maintain the services to our present passengers.

CLOSE UP

ELECTRICAL/ELECTRONIC DIVISION

The Electrical/Electronics Division of HSR/CCL, is responsible for maintaining all diesel and trolley electrical systems throughout the fleet. They install and repair: fare boxes, AVL, 2 way radio communications and APC systems, as well as rebuild the fleets electrical and pneumatic components.

Foreman, WSTC
Bill Willms

Electrical Systems Mechanics
Len Bish, Mark Selkirk, Steve McPhail and John Vanderryd

Fare Box Repair Mechanic
Paul Brown
 Fare Box Maintainer
Mark Jenkins

Trolley Technician
Hon Tat Lee
 Trolley Inspector
Chester Lewis

Radio/Electronics
Mike Vince
 Electronics Technician
Joe Szwed

Battery Maintainer
Don Washington

Lead Hand, MRTC
Don Gale

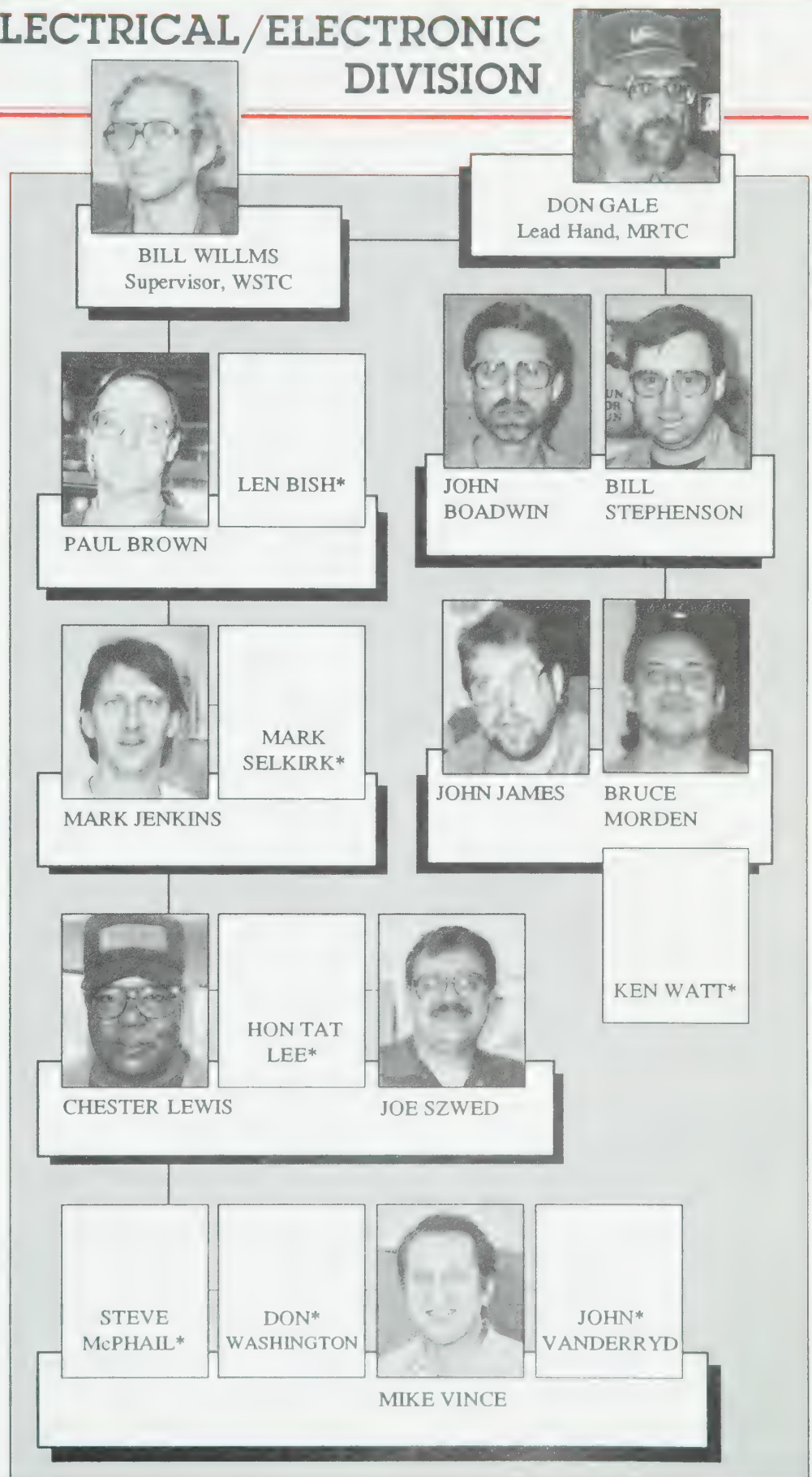
Air Systems Mechanic
Ken Watt

Electrical Systems Mechanics
Bruce Morden and John James

Electrical Component Rebuilder
Bill Stevenson

Fare Box and Battery Maintenance
John Baldwin

*Photo unavailable



APPLAUSE... Our People Please

The commendation letters we receive offer a small indication of what our customers are saying about us. As you read through the following excerpts, consider the many other employees who perform their duties with the same determined professionalism.

“ - This employee (**Larry McRae**) is a wonderful asset to any organization and should be congratulated for his care of his passengers.

Uta Zanow

- Although most drivers are courteous, **John Morrow** is an exception. He was a delight to work with, helpful and full of Irish wit. I will continue to use Fun•Trek because of this driver.

*Beverly Miller
President, Travel Pair Inc.*

- This driver (**Mohammed Khan**) was extremely courteous and went beyond his requirements of providing a good service.

Heather Satterly

- Your (**Doug Ross**) consideration in helping me to the emergency ward at St. Joseph's Hospital is greatly appreciated. Thank you!

Mrs. Minnie May

- We received several complimentary cards and letters from many passengers regarding a recent trip to Agawa Canyon. You seem to have hit the harvest season for compliments! Thank you for the continued professionalism you (**Fred Hunt**) display on these trips.

Ken Foster

- Thank you for helping to make our holiday the best we have ever had! Your driver (**Harry Wilson**) made a good impression on all of us.

Yvonne Newbold, England

- I would like to express our appreciation to **Alistair Hamilton**. He made my job so much easier with his professional and helpful manner.

*John Walker, Chairman
Ontario Plumbing Inspectors Association*

My thanks and appreciation to all concerned for the return of my purse,

especially operator **Rabin Daljeet** who turned it in to Lost and Found.

Barbara Matthews

- Special thanks to **Margaret Bejnar** for arranging a super trip for us.. Also a word of praise to our driver **Ernie Kowch**. He is an excellent, dedicated driver, and was there when ever we needed him.

*Marjorie Galloway,
Christ's Church Cathedral*

Other Employees Commended:

Ron McKinley, Cathy Crabbe, Bill Garey, Gary Arsenault, Tom Walker, Stan Waldram, Keith Ruck, Paul Crouse, Bob Richardson John Mahoney, John Chiu, Ron MacVicar, Stan Withers, Jamie Rodriques, Harpal Bhandhal, Frank Fortino, Doug Rushton, Alexander Sharp, Vagn Lund, Pat Smoke, and Cliff Smith.

McMaster Bus Pull

HSR donated an articulated bus to the engineering students at McMaster University on Friday, September 7, to help out with their yearly fund raising promo for Cystic Fibrosis.

They call it the "Bus Pull" and thats exactly what they do! Approximately 100 students participated in this unusual event and managed to pull the HSR bus 21/2 kilometres through the downtown core.

This is the 6th year McMaster has organized the "Bus Pull." All proceeds collected from the somewhat surprized bystanders is donated towards the research of Cystic Fibrosis.

Letter to the Editor...

HSR passenger counts are down, and now the deficit must be reduced through cuts in service. I believe this will guarantee a similar, if not greater, drop in ridership.

As gasoline prices have risen 35%-50% since the start of the Persian Gulf stalemate, and polls show that taxpayers are willing to pay more in order to help save the environment, now is the time to increase service.

On the public relations side, the rate-paying public should be encouraged to offer suggestions on how to improve service, by having suggestion boxes available in strategic locations, such as City Hall, Regional offices and on the buses.

The politicians could help by designating "urban clearways", similar to what Toronto has done with Bay St. Parking would not be allowed on any major arterial road (King, Barton etc.), and the curb lane would be restricted to buses, taxis and emergency vehicles. All other vehicles, would be towed away.

A surcharge could be levied on drivers, equal to the cost of a monthly bus pass, for those who use their cars in the city when public transit is available. Those who use their vehicles in pursuit of their livelihood, could be exempted.

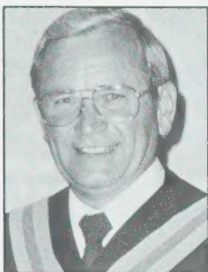
These are just a few ideas which I believe would increase ridership, reduce our deficit, and help the environment.

*Allison Gowling
WSTC Maintenance*



CONGRATS

Richard Chesal received his Canadian Institute of Management Certificate this year after many studious hours (years even) of dedication and commitment.



WELCOME ABOARD

Finally, after all these years (3 to be exact), Sue Taylor officially became a full time HSR employee in March.



Best wishes to Joanna Agro who announced her engagement last month to Andrew Magierowski. The wedding date has not yet been set. We'll keep you posted.

RED CROSS SOCIETY HONOURS HSR EMPLOYEES

On Wednesday, November 28/90, at Hamilton's Holiday Inn, the Red Cross Society awarded persons who had donated 50 to 100 times in one year.

HSR employees, Robert McAndrew and Michael Salonen were awarded for 50 blood donations; David Skilleter for 75 and Alfred Carrafiello and Mike Lipnicky for donating 100 times.



FLASHBACK



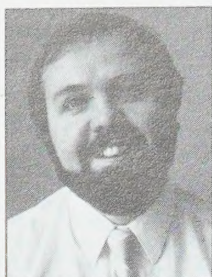
PEOPLE ON THE MOVE..

SAM MACALUSO
Maintainer (Plant)

...and to the following
HSR operators formerly
CCL operators:

ERIC SLINN
ROBERT WILSON
PAT SIRIANN
TED KENNERLY
DAVID BROWN
GARY DOUGAN

Just the VAX Ma'am



By Gord Heidman

"Hello? No, Jamie's not here right now... No, Chris is away too."

You may have been wondering where these folks have been for the month. Even if you haven't, I'm going to tell ya!

They have been downtown amidst cables, wires and funny boxes called DEMPA's installing a new NETWORK. The goal is to connect all computers and terminals within the regional and city government offices to a common network path. Chris and Jamie have been diligently persuing installation of the PILOT edition where about 6 micro computers and a small VAX have been linked together. After the test group has spent 4 months trying every option and proving the stability, the network will gradually be expanded until everyone at City Hall, HSR, and the Regional offices will be included.

Up until last year, most of what they were installing was either too expensive or not even available. The main difficulty had been to convince the different computer companies that communication with a different type of computer was desirable. In some cases, it was not (still isn't?!) possible for different computers from the same manufacturer, to talk to each other.

This will be real boon for those of you who use electronic mail. No longer will you have to play "telephone tag" to find someone with a terminal.

Anyone with a username will be able to mail to anyone else regardless of what computer they happen to be attached to. Including PC's. If someone at CITYHALL has a document or file that someone at HSR needs, it will be as easy as issuing

a copy command. If HSR has a program that someone at the REGION would like to use, they just connect to a VAX and use it - provided, of course, that they have security clearance.

The cost? Well, let's put it this way. It will pay for itself within the first 18 months just on time saved on phone calls. Count me in!

DID YOU KNOW?

- that in Ireland, the Dublin Transportation Authority has a fleet of passenger vehicles including single deck, double deck and mini buses which operate on 137 routes daily?
- that in 1989, Hamilton Street Railway buses treked over 9,167,000 miles and carried almost 28 million passengers?
- that eight hydrofoils form part of the transit system in Rio De Janeiro, Brazil, transporting passengers between Rio, Niteroi and Paqueta Island every ten minutes?



NEW YEARS EVE PARTY

will be held at the Mount Hamilton Banquet Centre. Tickets are \$60 per person and include: dinner; music by D.J.; champagne at midnight; party favours; lots of door prizes and an open bar between 6pm and 2am.

Whatever your plans are for the holiday season, please don't drink and drive. Try the bus this New Year's and ride free, courtesy of Amstel Light.

Mystery photo



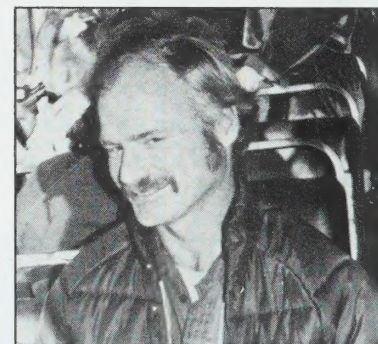
Can you identify
the above photo?

If so, call Rosanna at ext. 224. All correct answers will be entered in our Bus Beat T-Shirt draw. Contest closes January 31/91.

MYSTERY PHOTO WINNER:



Kim Hunter,
Human Resources secretary and
Sports&Rec volunteer
won the Bus Beat T-Shirt this
month for identifying the
'Oct/Nov. Mystery Photo' as...



...Bob Thompson
Bob is a Tire Installer and has
been with the HSR since 1973.
Thanks to Stan Thompson for
sending us the photo.
Boy, was Bobby surprised!



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